

SECTION C Descriptions and Specifications

OPMAS-E PERFORMANCE WORK STATEMENT

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**PERFORMANCE WORK STATEMENT
FOR OPERATION, MAINTENANCE, SUPPLY - EUROPE
(OPMAS-E)**

1.0 SCOPE.

1.1. General. The service to be provided for the OPMAS-E includes operation, maintenance, and supply support for Headquarters, 5th Signal Command, Europe, covering information systems support throughout the 5th Signal Command area of responsibility which includes Germany, Italy, Belgium, the United Kingdom and the Balkans (PWS II). The extent of OPMAS-E support provided to 5th Signal Command mission responsibilities in the United Kingdom is limited to supply support of the 128th Signal Company's Defense Satellite Communications System (DSCS) station at Menwith Hill. OPMAS-E includes the Area Maintenance, and Supply Facility – Europe (AMSF-E), a Government-Owned Contractor Operated (GOCO) facility located at Sullivan Barracks, Mannheim, Germany, with outlying facilities throughout Europe. The OPMAS-E also consists of operations and logistics support to the Global Information Grid (GIG), Defense Red Switch Network (DRSN), Video-Teleconferencing Centers (VTC), Data Processing Installations (DPI), maintenance of American Forces Television (AFTV), Air Traffic Systems (ATS), Antenna Maintenance Activity (AMA), and the operation of three supply accounts. The OPMAS-E also provides support to other U.S. Army, Navy, Air Force, Department of Defense (DoD), and U.S. Government Agencies and installations in accordance with (IAW) Support Agreements (SAs). The contractor shall furnish all necessary labor to perform all requirements stated in the PWS. The Government will provide all equipment and facilities necessary for the contractor to perform the PWS requirements. The OPMAS-E also includes options for the Operation and Maintenance of Global Information Grid (GIG) Facilities: Supreme Headquarters Allied Powers Europe (SHAPE), Belgium Radio Relay (Unmanned Option), SHAPE, Belgium Bunker (Manned Option) and Chievres, Belgium (Partially Manned Option); Operation and Maintenance of Video Teleconferencing Network Centers (VTC-NOC): Nonsecure HUB Heidelberg, Germany and Two (2) Secure HUBS Grafenwoehr, Germany; Operation and Maintenance of Defense Red Switch Network (DRSN): SHAPE, Belgium (PWS III); and Operation of Data Processing Installations (DPI): Kaiserslautern, Germany and Continuity of Operations (COOP) Site Schwetzingen, Germany (PWS IV) .

1.2. Contingency and Exercise Support. At the request of the Contracting Officer and IAW the provisions of PWS I, paragraph 7.0 entitled "Special Taskings," the contractor shall provide increased manning support in response to surges in operational requirements driven by events such as the establishment of a Joint Task Force or the execution of a major training exercise. Such periodic operational events may require a temporary increase in the staffing of various GIG, DRSN, and/or VTC facilities. Contractor personnel shall be deployable upon 48 hours notice by the Contracting Officer. The contractor shall maintain a current list of personnel qualified for deployment.

2.0 APPLICABLE DOCUMENTS. All applicable documents to the PWS are listed in Appendix 1.

3.0 REQUIREMENTS.

3.1 General Requirements.

3.1.1 Duty Hours. Unless otherwise specified, normal duty hours under the OPMAS-E PWS are defined as Monday through Friday, 0730 through 1630.

3.1.2 Help Desk. The contractor shall establish a help desk to receive and process requests for supply and maintenance services during duty hours. Effective 1 Aug 2005, the Operational Control Center (OCC) hours are changed from 24 hours per day, seven days per week, to 16 hours per day (0600-2200), five days per week (Monday-Friday). On 1 Oct 2005, the hours will change to 12 hours per day (0600-1800), five days per week (Monday-Friday). During non-duty hours the contractor shall designate on-call personnel to handle emergency requirements. The Government will provide electronic notification capability from the help desk to the E-TNOSC to facilitate the timely interchange of information. Notification of emergency requirements will be accomplished by the E-TNOSC watch officer. A chronological document, trouble ticket, IAW HQ. 5th Signal Command Regulation 25-6, shall be maintained for each maintenance and supply services request received.

3.1.2.1. The supporting documents shall consist of the following: (1) A TT Number Control Register; (2) Daily

Categorical Work Request TT Matrix listing a breakdown of each type of request (e.g., information systems, microwave (M/W), American Forces Television (AFTV), and supply). The list shall show number of requests received daily for each different type of assistance. The TT documents shall be retained for a 6-month period after the last entry is completed.

3.1.2.2 The Government will provide access from the AMSF-E OCC to the 5th Signal Command Theater-Network Operations Security Center (T-NOSC) to facilitate the timely interchange of information.

3.1.2.3 Emergency Response Times. The contractor shall respond to emergency supply/maintenance support requests within the stated times defined within the PWS. Response time is defined as: The time from notification to start the supply or maintenance action (dispatch maintenance support teams (MST) if required). Emergency requests will be validated by the T-NOSC. Emergency support shall be provided within two (2) hours of notification, or as directed by the T-NOSC/COR.

3.1.3 New Equipment Training (NET). The Government will provide NET to the contractor for the O&M of newly fielded equipment. The contractor shall utilize existing resources to provide sustainment training to contractor employees covering material received during NET. All requests for NET shall be approved by the KO.

3.1.3.1 The contractor shall maintain a level of technical proficiency consistent with the operational and maintenance requirements stipulated within this PWS, and related applicable technical manuals (TMs) listed in Appendix 1.

3.1.4 Security.

3.1.4.1 The contractor shall have a final TOP SECRET facility clearance granted by the Defense Industrial Security Clearance Office (DISCO), prior to performing any part of this contract. The contractor shall have a trained facility security officer (FSO) responsible for ensuring compliance with the Contract Security Classification Specification, DD Form 254, and implementation of the applicable provisions of the National Industrial Security Program Manual (NISPOM), DOD 5220.22M.

3.1.4.1.1 The senior security official of the user agency (UA) is the Deputy Chief of Staff, Intelligence (DCSINT). All OPMAS-E facilities and sites are subject to inspections by UA components in coordination with the KO or contracting officer's representative (s) (COR). The contractor shall provide a list of delegated personnel and security functions to the KO within fifteen (15) days from start of phase in and updated as required.

3.1.4.1.2 Performance of this contract occurs outside the United States of America and will be governed by special provisions of chapter 10, NISPOM. The DSCINT, through the KO, will provide authority in writing for the contractor to temporarily store classified material.

3.1.4.2 Personnel Security Program. Contractor employees requiring access to classified material or unescorted access to areas that process classified material shall be U.S. citizens and have a final personnel clearances (PCL) equal to the highest level of classified material safeguarded, handled or processed, (i.e., CONFIDENTIAL, SECRET/TOP SECRET). All contractor personal access to classified materials or classified processing areas shall be strictly limited to a verifiable "need to know" and the proper level of security clearance required. Contractor personnel before occupying ADP sensitive positions, as defined in AR 380-67, shall have the appropriate investigation completed IAW AR 380-67, paragraph 3-614. Local national employees must have appropriate investigation outlined in USAREUR Regulation UR 604-1.

3.1.4.2.1 Final Top Secret security clearance and indoctrination for access to Sensitive Compartmented Information (SCI) will be required to perform parts of this contract. Should personnel not possessing the required security clearance and SCI access indoctrination require access to sensitive compartmented information facilities (SCIF) to perform work related tasks, the area will be sanitized and contractor employees escorted by properly cleared U.S. Government employees, civilian or military.

3.1.4.2.2 Personnel Security Clearance. Contractor personnel shall be able to obtain and maintain an applicable level of security clearance for all PWS tasks as required.

3.1.4.2.3 Entrance for work in North Atlantic Treaty Organization (NATO) facilities requires that the background investigation basis for any clearance, SECRET or TOP SECRET, be current within the past five (5) years.

3.1.4.2.4 The contractor shall report access to Top Secret Communications Security keying material IAW the Department of the Army COMSEC Access Program (DACAP).

3.1.4.3 Information Security Program. Security education, training and awareness are the most essential part of information security. The contractor shall provide all cleared employees security training and briefings as specified in NISPOM Chapter 3 and 10, commensurate with their involvement with classified information. Cleared contractor employees in overseas locations are eligible to attend periodically scheduled security briefings conducted at various sites for government employees (i.e., Subversion and Espionage Directed Against the Army (SAEDA)), at the direction of the KO.

3.1.4.3.1 Unclassified sensitive information designated "FOR OFFICIAL USE ONLY" (FOUO) shall be marked handled and safeguarded IAW AR 25-55.

3.1.4.3.2 Contractor generated reports will normally be unclassified. If later requirements dictate the need for classified reports, specific instructions will be issued by the KO through the COR for security matters.

3.1.4.3.3 Transmission. Cleared contractor employees may be appointed in writing by the FSO (or his/her designee) as couriers for classified materials or information no higher than SECRET level IAW provisions of NISPOM Chapter's 3 and 10, but not across international boundaries. Appointment authorizations shall be written in both English and the language of the country in which traveling. Couriers shall be briefed on responsibilities for safeguarding the material in the event of accident, hijack, or other special threat conditions.

3.1.4.4 Telecommunications and Automated Information Systems (TAIS). The processing of any information in furtherance of the Government's requirements on computers of any type, class, or form, regardless of ownership - government furnished property (GFP) or contractor owned - makes that automated information system (AIS) and peripheral devices a "Federal Computer System" subject to provisions of Public Law 100-235, the Computer Security Act of 1987. (All such TAIS will be accredited IAW AR 380-19 and other governing policies identified in AR 380-19, paragraph 1-1c. The designated accrediting authority (DAA) is the Commander, 5th Signal Command, except for SCI and facilities processing Single Integrated Operational Plan - Extremely Sensitive Information (SIOP-ESI).

3.1.4.4.1 The contractor shall comply with TEMPEST directives IAW AR 381-14, as supplemented.

3.1.4.4.2 Controlled Cryptographic Items (CCI) shall be handled and safeguarded IAW AR 190-51 and DA PAM 25-380-2.

3.1.4.4.3 The contractor will be issued COMSEC keying material from the COMSEC accountable officer and the TAIS accreditation serves as approval for the storage of COMSEC material. All other facilities requiring COMSEC keying material, (i.e., TCF, or Red Switch), shall have crypto facility approval granted by DCSINT, 5th Signal Command.

3.1.4.4.3.1 The contractor shall perform shift to shift inventories IAW TB 380-41, paragraph 4.15.C., for all Communication Security (COMSEC) related encryption keys.

3.1.4.4.3.2 The contractor shall conduct a 100 percent inventory of all COMSEC keying material prior to shift change. 100 percent Shift-to-Shift inventories of crypto logic items stored within safes will not be required unless the safe or approved storage container has been opened or unlocked. Inventory of keying material will consist of verifying the key tape, register number, use and destruction sheet, and ensuring the correct segment number is shown, and the quantity of segments is correct.

3.1.4.4.3.3 Two (2) signatures are required on the DA Form 2653-R, COMSEC Accounting Daily Shift Inventory for all COMSEC Inventories. Errors found during the inventory will be corrected before the off going shift is relieved.

3.1.4.4.3.4 The Contractor shall notify the COMSEC custodian, or the alternate custodian to assist in resolving any discrepancies. All facts surrounding the case must be reported to the custodian or his/her alternate for proper reporting, IAW AR 380-40 refer to TB-380-41, paragraph 5.24.

3.1.4.4.4 All facilities having on-line cryptographic equipment shall meet the physical security standards for the storage of classified key and keyed cryptographic equipment under the provisions of AR 380-40, TB 380-41.

3.1.4.4.5 The contractor shall ensure that System Administrators, Information Assurance Managers, and Information Assurance Officers are registered with the Regional Computer Emergency Response Team-Europe (RCERT-E).

3.1.4.4.6 The contractor shall ensure all systems are configured to the minimum-security baseline IAW UR Regulation 380-19.

3.1.4.4.7 The contractor shall ensure that all information assurance vulnerability alerts are acted upon and that the Information Assurance Manager reports action taken to the 5th Signal Command Information Assurance Program Manager.

3.1.4.5 Physical Security Program. The contractor shall follow 5th Signal Command Regulation 190-3, Command Security Program, Army Physical Security Regulations 190 Series, AR 380-5, AR 380-19, and the NISPOM. The FSO shall appoint in writing a person responsible for coordinating security matters at all GOCO facilities through the COR with the 5th Signal Command Office of the DCSINT (ODCSINT). This includes physical security inspections, waivers and exceptions, Director of Public Works (DPW) work orders (produce/submit/monitor), key and lock control, mission essential/vulnerable areas (MEVA) lists and the Information Systems Security Program.

3.1.4.5.1 Waivers and Exceptions. Request for waivers or exceptions to any physical security requirements shall be submitted through the KO/COR to: HQ 5th Signal Command, ATTN: AFSE-IS, CMR 421, APO AE 09056. The request shall include: (1) a copy of the most recent physical security inspection report as it relates to requests for waivers or exceptions; (2) a copy of the related work order to correct the problem; (3) a statement explaining the problem or deficiency that constitutes non-compliance with the regulations; and (4) an explanation of what measures are currently in effect to compensate for the problem.

3.1.4.5.2 Key and Lock Control. The contractor shall follow procedures outlined in 5th Signal Command Regulation 190-3, chapter 5, and AR 190-51, Appendix D, at each OPMAS-E GOCO facility. The contractor shall report incidents of lost keys immediately to the KO/COR. Government issued keys shall not be duplicated without the written consent of the KO. It is the responsibility of the contractor to prohibit the use of keys issued by the Government by any persons other than contractor employees.

3.1.4.5.3 Physical Security Plan. The contractor shall develop and maintain a physical security plan (PSP) IAW AR 190-13, paragraphs 2-5, through 2-9 and 5th Signal Command Regulation 190-3, Chapter 2, paragraph 2-4, at each OPMAS-E GOCO facility. This plan shall include those physical security requirements outlined in AR 380-5, AR 380-19, AR 380-40, and AR 380-28.

3.1.4.5.3.1 The contractor shall be prepared to execute a Government provided facility Basic Emergency Plan (BEP), upon receipt of proper authorization IAW AR 380-5 and European Command Directive ED 100-2. The contractor shall perform rehearsals of the BEP on a quarterly basis.

3.1.4.5.4 The contractor FSO shall coordinate through the COR with the 5th Signal Command, DCSINT, for assistance in correcting all identified deficiencies. Physical security inspection reports with corrective actions and work orders shall be forwarded through the COR to the DCSINT.

3.1.4.5.4.1 The contractor FSO shall submit physical security related work orders IAW the GOCO site's host installation policy and procedures to the action agency responsible for completion of the work orders. In most cases

the action agency shall be the local Director of Public Works (DPW). The procedures for submission of work orders can be obtained at the DPW or in HQ, 5th Signal Command Regulation 415-1. A copy of all work orders will be forwarded to the 5th Signal Command Deputy Chief of Staff, Engineers (DCSENG).

3.1.4.5.5 The contractor FSO shall maintain liaison with the user agency to ensure expeditious correction of security deficiencies and continuously monitor the status of active work orders until deficiencies are corrected.

3.1.4.5.6 The contractor shall control access at all GOCO facilities twenty-four (24) hours-a-day, seven-days-a-week IAW AR 190-16, AR 380-19, AR 380-28, AR 380-40, 5th Signal Command Regulations 190-3 and UR Regulation 380-19.

3.1.4.5.7 Visitors Roster. The contractor shall maintain a Restricted Area Visitor Register, DA Form 1999-R dated Jan 88, for 5th Signal Command authorized/unannounced visitors as directed by the COR. The contractor shall use this form to sign-in and sign-out all visitors.

3.1.5. Fire Prevention and Safety Program. The contractor shall establish a fire prevention and safety program covering those provisions outlined in AR 385-10, 5th Signal Command Regulation 385-1, AR 385-40, AR 385-55, UR Regulation 385-55, AR 420-90, and TB 385-4. The contractor shall submit a copy of the Safety and Fire Prevention Program Plan to: Commander, 5th Signal Command, ATTN: AFSE-DPS, CMR 421, APO AE 09056 IAW UR Regulation 385-10 and HQ, 5th Signal Command Regulation 385-1. The contractor shall ensure that personnel adhere to all safety requirements IAW AR 385-10, Occupational Safety and Health Act (OSHA) and associated publications, and host country safety codes.

3.1.5.1 Contractor employees shall observe and comply with all installation rules/regulations concerning fire, safety, security, possession of firearms, or other lethal weapons.

3.1.6. Courier Service. The contractor shall provide a courier service between the main AMSF-E facility located in Mannheim, and HQ, 5th Signal Command to pick-up and distribute specified reports from HQ 5th Signal Command Deputy Chief of Staff, Logistics (DCSLOG) and the Director of Resource Management (DRM), during normal duty hours Monday through Friday (excluding designated U.S. and LN holidays), or as directed by the KO/COR.

3.1.7 Evacuation. The contractor shall prepare documentation and coordinate, monitor, submit and receive, as required, items evacuated to supporting maintenance/supply facilities, (i.e., In-country Test, Measurement, and Diagnostic Equipment (TMDE) manufacturers, U.S Air Force Europe (USAFE) maintenance facilities, USAREUR maintenance facilities, and other warranty repair/return facilities). Evacuation shall take place in consideration of the units assigned priority designator, urgency of requirements, location and requirements of supporting facility.

3.1.8 Briefings, Orientations and Meetings. The contractor shall provide briefings and orientations as directed by the KO/COR. The contractor shall conduct briefings and tours for authorized facility visitors at all GOCO facilities as required and shall respond to requests for representation to attend meetings and conferences as directed by the KO/COR. The contractor shall provide a contract performance report/briefing to the KO and COR IAW Appendix 9H. The contractor shall prepare and provide meeting notes when requested by the KO and COR.

3.1.9 Contractor Employees. Contractor employees shall present a neat appearance (i.e., clothing being clean/stain free, pressed and free of holes) and will display their company produced identification badges bearing the company's name, employee's name and photograph, to be easily recognized/identified. The contractor shall provide a contract performance Personnel/Data/Departure Report to the KO and COR IAW Appendix 9R.

3.1.10 OPMAS-E/AMSF-E Bulletin. The contractor shall prepare and distribute an OPMAS-E/AMSF-E bulletin IAW Appendix 9A.

3.1.11 Information Management. The contractor shall provide all functions associated with Information Management Office support to include management of the Local Area Network (LAN), Personal Computers, Operating System and Software required to support the OPMAS-E mission.

3.2 MAINTENANCE.

3.2.1. Maintenance shall be accomplished IAW the policies stated in AR 750-1 and AR 750-43. Maintenance performance standards shall be those found in the equipment technical manuals (TM) or applicable commercial manuals. The contractor shall maintain Maintenance Forms and Records IAW DA PAM 750-8.

3.2.1.1 The contractor shall provide in-storage maintenance IAW AR 740-3, to include application of DA Modification Work Order (MWO), for all supplies and equipment in stock record accounts W81PLG and W81PLH.

3.2.1.2 Equipment Improvement Recommendations (EIR) and Quality Deficiency Reports (QDR) shall be submitted IAW DA PAM 750-8.

3.2.2 Production, Planning and Control (PP&C). The contractor shall operate a PP&C center at the AMSF-E, Sullivan Barracks, Mannheim IAW DA PAM 750-8, and Automated Information System Manual (AISM) 25-L21-AHO-ZZZ-EM.

3.2.2.1 The contractor shall collect and deliver required maintenance data records to and from AMSF-E work centers. The contractor shall maintain, distribute and store these data records and maintenance management reports as prescribed by this PWS or as directed by the KO/COR.

3.2.2.2 The contractor shall document the Standard Army Maintenance System (SAMS) data IAW AISM 25-L21-AHO-ZZZ-EM. The SAMS data report(s) shall be provided to HQ, 5th Signal Command, DCSLOG, Attn: AFSE-LG-M via floppy disk or electronically IAW ASIM 25-L21-AHO-ZZZ-EM.

3.2.2.3 In addition to requirements in paragraph 3.2.2.1, the contractor shall reconcile customer reclama; provide status on job ordered items through the use of the SAMS report and/or written or verbal replies; and challenge work requests and priorities of questionable validity and provide information copies of such challenges as directed by the COR, IAW AR 710-2, DA PAM 710-2-2, AR 725-50, and AR 750-1.

3.2.2.4 All maintenance performed by the contractor shall be based on work orders completed IAW DA PAM 750-8. All repair parts or materials used in accomplishing maintenance, to include bench stock, shall be entered on the work order and reported through SAMS. The contractor shall ensure that work orders are not accepted from any activity which is not an authorized customer of the AMSF-E. File copies of work orders shall be maintained for a period of one year before destruction.

3.2.3 Maintenance Shop/Bench Stock. The contractor shall maintain a shop stock and bench stock IAW AR 710-2, and AISM 25-L21-AHO-ZZZ-EM.

3.2.4 Test, Measurement and Diagnostic Equipment (TMDE) Repair and Calibration. The contractor shall designate a TMDE support coordinator who functions IAW AR 750-1, AR 750-43, TB 750-25, and TB 43-180.

3.2.4.1 The contractor shall calibrate and repair TMDE-SP as identified in TB 43-180. Information about calibration and repair transactions shall be provided to the TMDE Region Europe support facilities for entry into the Instrument Master Record File (IMRF). The contractor shall ensure the accuracy of the data in the IMRF. The contractor shall coordinate with the TMDE Support Center for TMDE calibration and repair support prior to attempting repair or calibration of TMDE coded "F" in TB 43-180. The contractor shall request prior written approval to purchase any special tools and test equipment for repair and/or calibration of TMDE-SP from the KO/COR.

3.2.4.2 Foreign Manufactured Equipment (FME). The contractor shall accept and calibrate non-standard TMDE, using manufactures technical manual. The contractor shall not enter non-standard TMDE data into the IMRF. If repair is beyond the capability of the contractor, the contractor shall process a Purchase Request and Commitment (PR&C) Form, DA Form 3953, IAW Paragraph 5.2 to effect repair. A separate log book shall be maintained for the non-standard TMDE calibration transactions.

3.2.4.3 The contractor shall maintain TMDE, to include coordination with and transportation to and from the appropriate support facilities for calibration.

3.2.4.4 The contractor shall make provisions for on-site review by the U.S. Army TMDE Activity (USATA) annually to validate compliance and traceability of accuracy of measurements. The contractor shall coordinate with 5th Signal Command TMDE Coordinator for an annual Technical Assistance inspection to insure Army doctrinal compliance

3.2.5 Air Traffic Service Maintenance (ATSM). The contractor shall operate a fixed maintenance facility at Coleman Barracks, Mannheim, GE, Monday through Friday, 0730 through 1630 hours excluding U.S. holidays. The contractor shall provide scheduled and unscheduled on/off site organizational, direct support (DS), general support GS and approved limited depot (D) maintenance IAW the appropriate TM maintenance allocation charts (MAC) for ATSM Equipment listed in Appendix 3G. Support shall be IAW AR 750-1, Federal Aviation Administration (FAA) manuals, TM 95-225/FAA 8200.1 and TM 95-228/FAA 6000.6.

3.2.5.1 ATSM Maintenance Support Team (MST). The contractor shall establish quarterly MST visits to provide routine, scheduled and emergency/hazardous condition (HAZCON) maintenance. Maintenance shall be scheduled and routes established in coordination with supported units and in consideration of unit requirements or as directed by the COR. The contractor shall submit schedules annually at the beginning of the Government's Fiscal Year to the COR for approval prior to implementation. Deviations to established routes and schedules shall be reported to the COR and the supported unit prior to change. The contractor shall submit a MST activity report (Appendix 9D) NLT the Wednesday after the previous week's MST.

3.2.5.1.1 During MST visits, the contractor shall conduct inbriefs and outbriefs. Prior to the site MST visits, the contractor shall inbrief the company commander or his designated representative and the site chief of equipment requiring service and projected completion time. The contractor shall coordinate a time in advance for a commander's/site chief's outbrief and conduct said outbrief upon MST completion.

3.2.5.2 ATSM Equipment Technical Assistance (TA). The contractor shall provide ATSM equipment technical assistance (TA) and on-the-job training to 3-58 Aviation Regiment civilian and military maintenance personnel for the equipment listed in Appendix 3G during scheduled MST visits and as directed by the COR.

3.2.5.3 ATSM Antenna Maintenance. The contractor shall provide scheduled/unscheduled direct through general support, and if required, limited depot and Special Repair Activity (SRA) maintenance for antennas, coaxial antenna cable systems, tower grounding systems, obstruction lighting, control boxes and ancillary components for equipment listed in Appendix 3G. The quarterly site visits shall coincide with the ATSM maintenance MST visits per the schedule provided by the COR. All grounding systems support will be IAW equipment TM and FAA Regulations.

3.2.5.4 ATSM Equipment Improvements. Where equipment improvements and upgrades for equipment are available, the contractor shall bring those upgrades to the attention of the COR for consideration (e.g.: Superflex signal cable to replace RG-213 antenna signal cable to improve signal gain and quality).

3.2.5.5 ATSM Parts Support.

3.2.5.5.1 The contractor shall maintain Class IX ATSM peculiar repair parts, shop stock, and bench stock in accordance with AR 710-2 and AR 750-1. The contractor shall notify the COR when the Army supply system cannot either fill requests within 45 days or when CLASS IX ATSM parts are no longer available. The contractor shall notify the COR via email of the parts non-availability.

3.2.5.5.2 The contractor shall rebuild sub-assembly components for items that no longer have valid national stock numbers (NSN) but are still required, as directed by the COR. If ATSM items must be outsourced for repair or rebuild, and unless the subcontractor (for example: Swiss Aircraft and Systems Corp. in Switzerland or AMF at Fort Rucker, AL) offers its own equipment transportation, the contractor shall provide a means for the fastest and/or most cost-effective transportation of said items to include packing and crating.

3.2.5.6 Special Exercise Requirements for ATSM. The contractor shall provide support during exercises and contingency operations as directed by the COR. Contractor personnel from AMSF-ATSM shall be deployable upon 48 hours notice by the KO to remote and primitive locations such as Bosnia or Kosovo or as otherwise directed by Special Tasking by the COR and approved by the KO.

3.2.5.7 Monthly Reports. The contractor shall provide monthly summaries of the ATSM labor budget and SAMS reports (AHO-014, AHO-019, and AHO-022) via hard copy or fax to the COR NLT the 10th day of the month following the previous work month.

3.2.6 Environmental Direct Support Maintenance (EDSM).

3.2.6.1 The contractor shall provide maintenance support through GS level (less organizational) for power generators, air conditioners, and environmental control units (ECU), listed in Appendix 5. Maintenance support shall include in-storage maintenance of EDSM operational readiness float (ORF) items.

3.2.6.2 Preventive Maintenance (PM) shall be performed quarterly IAW the appropriate TM, TB, or manufacturer's manuals unless otherwise annotated in Appendix 5.

3.2.7 Maintenance Support Teams (MST) Concept of Operation. The contractor shall establish geographically dispersed MST to provide routine, scheduled, emergency/HAZCON maintenance support/assistance on an area basis IAW AR 750-1, and as directed by the KO/COR. Scheduled maintenance shall be performed annually for items without specific instructions IAW AR 750-1, unless otherwise specified by the COR. The contractor shall develop routes and schedules in coordination with/consideration of supported unit/sites requirements, and submit them prior to implementation to the COR. Revisions to established routes and schedules shall be reported to the COR and the supported units prior to implementation of change. Deviations beyond the 10% variance for scheduled maintenance and lubrication authorized by DA PAM 750-8 shall be reported to the COR. An annual MST schedule report, Appendix 9D, shall be submitted to the COR listing all scheduled visits by month.

3.2.7.1 The contractor shall perform GS level support maintenance and repair at the unit/site (as defined in AR 750-1) for equipment that is too bulky, complex, or otherwise not suitable for transporting to the AMSF-E facility for maintenance or repair.

3.2.7.2 MSTs shall have TMDE and tools required to service the types of equipment supported. MSTs shall make maximum use of site prescribed load list (PLL) and shall carry sufficient repair parts to perform their mission. Repair parts shall be obtained and accounted for IAW AR 710-2 and DA PAM 710-2-1. MST's shall exchange unserviceable items at the AMSF-E facilities fixed shop.

3.2.7.3 Support to USAFE sites identified in Appendix 7 shall be provided IAW Support Agreement (SA). The contractor shall not deviate from or otherwise disrupt the already established visit schedule to provide routine maintenance assistance not required by SA. Upon receipt of work request (DA Form 2407 or Air Force Technical Order (AFTO) 350), the contractor shall add this work to the next published site visitation schedule.

3.2.7.4 The contractor shall maintain work order files at the Production Control Center (PCC) IAW DA PAM 750-8 and SAMS procedures.

3.2.7.5 Technical Assistance (TA). The contractor shall provide on-site visits to organizations identified in the PWS, or as directed by the KO/COR. The TA shall be scheduled in conjunction with the required MST visits and shall include advice, over-the-shoulder training, and assistance. The TA shall encompass operation, site level maintenance, supply advice, and assistance. Completed TA shall be reported to the COR.

3.2.7.5.1 All TA required during other than scheduled MST visits shall be issued per special tasking as defined in paragraph 7.0 .

3.2.7.6 Global Information Grid (GIG) MW Radio System Alignments and Tests. The contractor shall perform alignments using current Technical Manual or original equipment manufacture's technical publications. Any questions concerning test procedures shall be brought to the KO/COR.

3.2.7.6.1 The Maintenance Support Teams (MST) shall perform tests identified in table 1 IAW DCAC 310-70-57, Supplement 7 (Digital) at the interval identified for all supported sites for the AN/FRC-170/171 radio equipment. The Maintenance Support Teams (MST) shall perform tests identified in table 2 IAW the manufacturers manual and the DISN-E Test and Acceptance procedures at the interval identified supported sites for

the Alcatel MDR-4000 radio equipment. Diagnostic testing shall be done to characterize the radio system. The MST shall perform all tests and alignments requiring the use of a microwave link analyzer (MLA)/spectrum analyzer.

Table 1. PM TESTING SCHEDULE (AN/FRC-170/171)

TEST DESCRIPTION	MAINTENANCE SCHEDULE	AUTHORIZED SERVICE INTERRUPTION REQUIRED
DT-16 Supervisory Channel Alignment	Semi-annual	No
DT-18 Link BER	Annual	Yes
DT-22 Spurious Signals	Annual	No
DT-23 Transmitter Receiver Isolation	Annual	No
DT-25 Transmitter AFC Characteristics	Annual	No
DT-27 Transmitter Power Output (note 1)	Semi-annual	No
DT-29 VSWR	Annual	Yes
DT-32 Front End Frequency Response	Annual	No
DT-33 Noise Figure	Annual	No
DT-35 Receiver Linearity & Delay	Annual	No
DT-36 IF Bandwidth & AGC Characteristics	Annual	No
DT-37 Switching Errors	Annual	Yes
DT-38 Receiver Phasing	Annual	Yes
DT-39 Link Linearity & Delay	Annual	Yes
System Level & Alarm Alignments/Checks	Semi-annual	No

Table 2. PM TESTING SCHEDULE (ALCATEL MDR - 4000)

TEST DESCRIPTION	MAINTENANCE SCHEDULE	AUTHORIZED SERVICE INTERRUPTION REQUIRED
<i>TP 2-02 TX OUTPUT POWER & ADJ (note 2)</i>	Annual	No
TP 2-03 TX FREQ STABILITY & ADJ (note 2)	Annual	No
TP 2-06 TX RF THRESHOLD (note 3)	Biannual	Yes
TP 3-04 SWITCHOVER (note 4)	Biannual	Yes

Note 1: Output shall be taken from the FINAL transmitter output point. Calibration of the transmitter output at the MONITOR point shall be performed annually.

Note 2: Checks and adjustments shall be made at the 6 and 12 month point after installation. Routine adjustments shall be performed annually.

Note 3: Checks and adjustments shall be made 12 months installation. Routine adjustments shall be performed annually.

Note 4: Checks and adjustments shall be made 12 months after installation. Routine adjustments shall be performed biannually.

3.2.7.6.2 For annual PM, the contractor shall provide sites with a schedule at least two (2) months prior to visits. Schedule shall provide the date and time of requested authorized outage (AO).

3.2.7.6.3 If modules or subassemblies are replaced requiring alignment, the MST shall respond within twenty-four (24) hours and arrive on-site within seventy-two (72) hours of notification to realign systems.

3.2.7.6.4 The contractor shall document and leave on-site the following technical data after performing scheduled PM:

- (a) A cover sheet stating the type of maintenance conducted and a summary of significant events.
- (b) A statement explaining what actions were performed, to include what equipment was replaced or repaired and any problems encountered.
- (c) Preliminary and final data for equipment aligned, replaced, or repaired. Final data for tests conducted shall be recorded IAW DISAC 310-70-57 Supplement 7 (Digital).
- (d) MLA photographs of final transmitter, receiver and link linearity, and delay characteristics attached to the appropriate forms.

3.2.8 American Forces Television (AFTV). The contractor shall perform GS and limited depot maintenance, and frequency changes on AFTV ultra high frequency (UHF) transmission systems, master antenna television (MATV), and cable antenna television (CATV) distribution systems listed in Appendix 4 IAW equipment technical publications. Removal and/or replacement of AFTV equipment shall consist of MATV UHF and MW antennas, bandpass filters, preamplifiers and UHF radios. When the distribution signal from the outlet is not within scope picture specifications for any reason, the contractor shall inspect, repair, or replace as necessary any components that make up the building distribution systems. The contractor shall upgrade (e.g., install new outlets) building distribution systems, as directed by the KO/COR. The contractor shall respond to all special requirements directed by the COR/KO in accordance with paragraph 7.0 entitled "Special Taskings."

3.2.8.1 AFTV Transmission Response Time. The response time for all AFTV transmission outages shall be two (2) hours from notification unless the geographical area office (GAO) distance, road/weather conditions or nature of failure prevents the two-hour response time. The T-NOSC or the KO must approve any exceptions to the two-hour response time. In these cases the repair response time may be deferred.

3.2.8.2 AFTV Distribution Response. The response time for AFTV distribution system outages occurring during normal duty hours shall be four (4) hours. When a single building, stairwell or apartment loses the television (TV) signal after normal duty hours, the contractor's maintenance team shall respond within the first four (4) hours of the next normal working day. Exceptions must be granted by the T-NOSC or KO. Priorities for trouble call restoration/repair actions will be established by the T-NOSC. The contractor shall report any theft, loss, or damage of the distribution system to the T-NOSC/COR.

3.2.8.3 The contractor shall schedule and perform PM on UHF transmitter equipment on an eight week cycle. The contractor shall ensure equipment meets standards contained in the Telekom Specification, Guide and Requirement for the Installation of Television and Radio Reception Equipment in the Facilities Owned or Leased by the U.S. Government in Germany and the Benelux.

3.2.8.4 Tests for each UHF transmitter shall be performed IAW equipment technical publications and DA PAM 750-8. Test results shall be recorded on the PM checklist/test records.

3.2.8.5 Head-End Equipment. The contractor shall, upon telephonic notification by the T-NOSC or COR, provide maintenance support for the Head-End equipment and decoders listed in Appendix 4 IAW equipment technical publications in Germany and Belgium. The contractor shall report all completed maintenance to the COR.

3.2.8.6 Belgium Television Receive Only (TVRO) Support. The contractor shall perform maintenance (GS) on the TVRO equipment listed in Appendix 4 IAW specific technical publications listed in Appendix 1.

3.2.8.6.1 The contractor shall respond to outages within two (2) hours of telephonic notification by the T-NOSC unless the geographical area office (GAO) distance, road/weather conditions or nature of failure prevents the two hour response time. The T-NOSC or the KO must approve any exceptions to the two hour response time.

3.2.8.6.2 Maintenance shall be accomplished by major component replacement on-site. The list of major components is at Appendix 3F, items 16 through 27.

3.2.8.6.3 Repair of the components shall be provided at the AMSF-E or via a repair and return program (RRP) with the respective manufacturer. The manufacturers manual and Appendix 3F shall be used to verify components.

3.2.8.6.4 Television Receive Only (TVRO) and Head-End Interface Cables. The contractor shall provide maintenance support for the Interface cables between TVRO/Head-End equipment and the UHF transmitter/cable distribution systems (CDS).

3.2.9 Antenna Maintenance Activity (AMA). The contractor shall operate an AMA to provide supply and maintenance support of antennas and ancillary equipment, other than ATSM, as specified in Appendix 6.

3.2.9.1 The contractor shall perform support maintenance of antenna systems, hazard beacons, obstruction lights, control boxes and ancillary equipment, as specified in Appendix 6.

3.2.9.2 Technical Inspections (TI). The contractor shall perform TI of antenna systems during annual PM maintenance visits. Annual technical inspections (TI) shall be accomplished IAW DA PAM 750-8. The contractor shall prepare and provide the COR a copy of the DA Form 2408 by the 10th day of each month for all TI performed in the previous period. A DA Form 2408-14 shall be maintained for each antenna having uncorrected faults or deferred maintenance.

3.2.9.3 The contractor shall respond to antenna systems maintenance HAZCON or outage requests. Hazard lighting outages shall be responded to within two (2) hours after telephonic notification, unless directed otherwise by the COR. The contractor shall respond to obstruction lighting outages within forty-eight (48) hours. The contractor shall respond to antenna system outage or degradation maintenance requests, as directed by the T-NOSC.

3.2.9.4 The contractor shall provide maintenance to high frequency (HF) sites listed in Appendix 6.

3.2.10 Defense Switched Network (DSN) and Global Information Grid (GIG) Station Power Systems. The contractor shall provide maintenance IAW AR 750-1. This maintenance support shall include test alignment, adjustment, and replacement of piece parts IAW technical publications, or as directed by the KO/COR. The contractor shall provide TA and support maintenance for 5th Signal Command Dial Central Office (DCO) and GIG station power conditioning, and distribution equipment listed in Appendix 3H. Maintenance shall be performed IAW AR 750-1, equipment TM, manufacturer's publications, and DISAC 310-130-2.

3.2.11 DCO Equipment. The contractor shall provide support maintenance for all assets of the 5th Signal Command listed in Appendix 3J, or as directed by the KO/COR.

3.2.11.1 EUCOM (Vaihingen, GE) Key Telephone System (KTS) Support. The contractor shall provide on-site maintenance during duty hours for maintenance service of the KTS listed in Appendix 2C, or as directed by the KO/COR.

3.2.11.2 The contractor shall repair, install, remove, and relocate subscriber instruments/intercoms connected to the Vaihingen KTS as listed at Appendix 2C.

3.2.11.3 The contractor shall deinstall and relocate the KTS and associated Cable Distribution System (CDS) listed in Appendix 2C, or as directed by the KO/COR.

3.2.11.4 The contractor shall install new KTS and associated CDS and internal cable distribution systems (ICDS) when requested by the KO/COR. The contractor shall perform a survey of the new installation and provide an estimated cost of manhours and materials.

3.2.11.5 The contractor shall perform subscriber requested changes IAW DA Form 3938 or DA Form 4114 provided by the COR. The contractor shall perform maintenance services when requested by the COR. For

maintenance required during non-duty hours, the contractor shall respond within two (2) hours after being notified by the KO/COR.

3.2.11.6 The contractor shall document maintenance services IAW DA PAM 750-8. The contractor shall maintain a record of telephone numbers serviced by the KTS listed in Appendix 2C, to include latest changes.

3.2.12 Defense Switched Network (DSN).

3.2.12.1 The contractor shall respond to maintenance requests to the sites listed in Appendix 2D within two (2) hours of telephonic notification from the Switching Control Center (SCC).

3.2.12.2 Maintenance Support Teams (MST) shall be dispatched within two (2) hours of the next normal duty day for DSN station power system outages occurring after normal duty hours.

3.2.13 Automatic Test Equipment (ATE). The contractor shall provide test and repair of PCB using Government furnished test systems. All program documentation and diskettes shall be protected to ensure repetitive use without degradation. All programs developed in response to the Government requirements, become property of the Government.

3.2.13.1 When directed or approved by the KO/COR, the contractor shall develop test procedures/Test Program Sets (TPSs) for use with Government furnished equipment (GFP) ATE and other GFE test systems for the Go/No Go checking and diagnostics of Printed Circuit Boards (PCBs) and modules. Basic guidance for TPS development is outlined in DA PAM 750-43.

3.2.13.2 Request for Special Repair Activity (SRA) Authority. The contractor shall submit recommendations for SRA authority for the repair of PCBs IAW AR 750-1.

3.2.13.3 Reporting.

3.2.13.3.1 The contractor shall submit a quarterly ATE report to HQ, 5th Signal Command, Attn: AFSE-LG-M. The ATE Report will detail all PCBs for which a test procedure/TPS was developed, all PCBs/modules for which an ATE system was used for a Go/No Go check, and all PCBs/modules for which an ATE system was used to diagnose and repair a circuit card malfunction. An example of the report format is attached at Appendix 9F.

3.2.13.4 The contractor shall provide quarterly backup of each test procedure/TPS developed or modified to HQ, 5th Signal Command, DCSLOG, Attn: AFSE-LG-M. The backup will consist of one (1) program diskette for each test procedure/TPS developed or modified; a copy of any PCB/module drawings or schematics and a copy of the drawings and schematics for any associated test fixture(s)/jig(s) necessary to accomplish the test.

3.2.14 7th Signal Brigade Support.

3.2.14.1 The contractor shall provide maintenance, and repair and return of items listed in Appendix 3U for 7th Signal Brigade.

3.2.14.2 The contractor shall submit work orders utilizing the Government supply system.

3.2.15 Timing and Synchronization. The contractor shall provide maintenance support (DS/GS) and special repair activity as approved for the AN/GSQ-215 Timing and Synchronization Systems, True Time GPS Receiver, and Data Products Clock Distribution System model TSG-3800. Response times shall be IAW para 3.1.2.3

3.2.16 ZETACOM (ZETTLER) Alarm and Control Systems.

3.2.16.1 The contractor shall respond to work order requests within thirty (30) hours of notification, or as directed by the KO/COR. Equipment repairs which cannot be corrected shall be accomplished IAW paragraph 5.2.

3.2.16.2 The contractor shall support the sites listed in Appendix 2E.

3.2.16.3 The contractor shall isolate up to and including the station fire alarm panel relay, generator switchover panel relay, and tower light panel relay. For isolation beyond the panel relay, the contractor shall coordinate with the appropriate COR and DPW for assistance.

3.2.16.4 The contractor shall upon direction of the KO or COR connect and terminate sensors and/or sensing equipment to the Zettler Alarm and Control System as may be required. The contractor shall replace, repair, or provide item substitutes to restore sensing equipment to service. If the problem is determined to be with the Zettler equipment that is still under warranty the contractor shall call the FCO and the FCO will TYCO at the number provided. The FCO will keep a log comprised of a sequence of events from the time notified to call TYCO until informed by the site personnel that the problem has been resolved.

3.2.17 Camp Darby, Italy Cable Systems

3.2.17.1 The contractor shall provide maintenance support for cable systems and equipment at Camp Darby, Italy upon notification by the T-NOSC. The T-NOSC will identify the call out as either an emergency or routine action to specify the required Response Time. The contractor shall maintain authorized stockage for the cable equipment as directed by the KO/COR. The contractor shall:

3.2.17.1.1 Test, and repair fiber optic and copper cable systems to a serviceable operating condition.

3.2.17.2 Preventive Maintenance (PM) Service.

3.2.17.2.1 Duct and Cable Systems. The contractor shall clean, inspect and test cable systems to optimize the operating specifications.

3.2.17.2.2 Apparatuses. The contractor shall disassemble, repair, refurbish and replace to the lowest replaceable module required to optimize operating specifications.

3.2.17.3 Response Times.

3.2.17.3.1 Routine Calls. When called by the T-NOSC, the contractor shall respond within seventy-two (72) hours for single peripheral failures (i.e., telephonic channel or interface).

3.2.17.3.2 Emergency Calls. The contractor shall respond to emergency calls in which failures could compromise the operation of the entire system (i.e., failure of an entire group) within two (2) hours from notification IAW paragraph 3.1.2.3.

3.2.17.4 Spares. The contractor shall maintain a stockage of repair parts on hand to ensure an adequate repair capability.

3.2.17.5 Transportation Support. The contractor shall be responsible for the transportation and/or shipment of all replacements and repair parts, tools and test equipment both to and from Government facilities.

3.2.18 International Maritime Satellite (INMARSAT) Radiotelephones (Mobile).

3.2.18.1 The contractor shall provide maintenance support for INMARSAT equipment listed in Appendix 3U within existing facility capability.

3.2.18.2 Repairs beyond the contractors capability shall be handled IAW the procedures listed in paragraph 5.2. All other unrepairable equipment shall be returned to the customer for replacement through their normal supply procedures.

3.2.19 Automatic Message Handling System (AMHS). The contractor shall provide labor, replacement parts, and material to perform maintenance IAW DA PAM 750-8 and applicable manufacturer documents for the AMHS at the Heidelberg Telecommunications Center.

3.2.19.1 The contractor shall respond to maintenance requests within 24 hours from the time of telephonic notification on equipment listed in Appendix 3V for locations listed in Appendix 2G. The contractor shall respond to outages and HAZCON IAW paragraph 3.1.2.3 and provide TA, when requested, IAW paragraph 3.2.7.5.

3.2.20 Data Network Maintenance Support

3.2.20.1 The contractor shall receive defective equipment from the customer and shall direct exchange those items supported by the ASL from account W81PLH. All other items will be job ordered to the maintenance facility by the customer. The contractor's supply section shall job order the ASL defective items to the maintenance section.

3.2.20.2 The maintenance facility shall contact the contractor providing warranty or maintenance coverage, on those items covered under warranty or maintenance contract to obtain shipping instructions and return authorization number (RAN). The maintenance section shall take the necessary steps required to ship those items covered under warranty or maintenance contract to the proper shipping point.

3.2.20.3 The maintenance section shall make the necessary repairs within their capability on items not covered under warranty or other repair methods. Items found serviceable shall be put back into stock for issue. Those items not covered under warranty and beyond the repair capability of the contractor shall be shipped to Tobyhanna Army Depot at the address listed in the Note within Appendix 3N.

3.2.20.4 Each month the maintenance shop will request status of all items sent to other repair/replacement facilities or TYAD which have not been returned. Items not returned within three months after being shipped to another repair/replacement facility will be reported to 5th Signal Command, DCSLOG Maintenance Division indicating the reason items were not returned. The report shall include the Item Nomenclature, Part Number/NSN, Quantity, Serial Number, Date Shipped, and Remarks.

3.2.21 Administrative Storage.

3.2.21.1 The contractor shall provide accountability for materiel as requested by the COR or the KO in accordance with AR 750-1 paragraph 4-43. The contractor shall ensure the equipment is fully operational prior to placement in storage.

3.2.21.2 The contractor shall power and operate all major sub-systems as specified in the applicable technical manuals. The contractor shall repair all detected faults in accordance with established procedures.

3.2.21.3 The contractor shall prepare a rotational plan to routinely exercise/power the equipment and reduce the maintenance effort. The contractor shall provide a rotational plan to the COR within 10 working days after the equipment is placed in storage.

3.2.22 Deployable Communications System Packages. Deployable systems to include Dragon Packages, Fly-Away Packages shall be stored and maintained IAW AR 750-1 and paragraph 3.2.1.1 of this PWS. Equipment is listed in Appendix 3AC.

3.2.22.1 The contractor shall receive defective equipment from the customer and shall direct exchange those items supported by the ASL. All other items will be job ordered to the maintenance facility by the customer. The contractor's supply section shall job order the ASL defective items to the maintenance section. Equipment is listed in Appendix 3T.

3.2.22.2 The maintenance facility shall contact the contractor providing warranty or maintenance coverage, on those items covered under warranty or maintenance contract to obtain shipping instructions and return authorization number (RAN). The maintenance section shall take the necessary steps required to ship those items covered under warranty or maintenance contract to the proper shipping point.

3.2.22.3 The maintenance section shall make the necessary repairs within their capability on items not covered under warranty or other repair methods. Items found serviceable shall be put back into stock for issue. Those items

not covered under warranty and beyond the repair capability of the contractor shall be subcontracted for repair and return IAW PWS paragraph 3.2 or shipped to Commander, Tobyhanna Army Depot, Depot Property Projects, Tobyhanna PA 18466-5106.

3.2.22.4 Each month the maintenance shop will request status of all items sent to other repair/replacement facilities or TYAD which have not been returned. Items not returned within three months after being shipped to another repair/replacement facility will be reported to 5th Signal Command, DCSLOG Maintenance Division indicating the reason items were not returned. The report shall include the Item Nomenclature, Part Number/NSN, Quantity, Serial Number, Date Shipped, and Remarks.

3.2.23 Generator Set/SMART-T, PU-815/TSC-154. The contractor shall perform quarterly PM checks and services. Emergency maintenance shall be performed IAW PWS paragraph 3.1.2.3 and TM 11-6115-481-13. The generator set is located at Campbell Barracks, Heidelberg, Germany.

3.2.24 Defense Message Systems (DMS).

3.2.24.1 The contractor shall provide labor, replacement parts, and material to perform hardware maintenance IAW DA PAM 750-8 and applicable manufacturer documents for the 5th Signal Command DMS equipment and sites listed in Appendix 3AF. Software maintenance is the responsibility of the user.

3.2.24.2 The contractor shall provide support 24 hours per day, 7 days per week for the equipment in Heidelberg, 43rd Sig Bn, and Vaihingen, 52d Sig Bn. The contractor shall respond to work order requests within four (4) hours of notification IAW paragraph 3.1.2.3, or as directed by the KO/COR. The contractor shall repair and return the affected system to a fully operational condition within twenty four (24) hours after arrival at the equipment location.

3.2.24.2.1 For all other facilities, the response time for DMS outages occurring during normal duty hours shall be four (4) hours. When an outage is reported after normal duty hours, the contractor's maintenance team shall respond within the first four (4) hours of the next normal working day. The ANOSC-E or the KO must grant exceptions. Priorities for trouble call restoration/repair actions will be established by the ANOSC-E. The contractor shall repair and return the system to a fully operational condition within twenty four (24) hours after arrival at the equipment location.

3.2.24.3 The contractor shall troubleshoot the reported problems and isolate to the lowest replaceable unit. The contractor shall make all repairs on site unless the contractor deems it necessary to take the equipment to the maintenance facility at Mannheim. Prior to removal of any equipment off the site, the contractor shall coordinate with the site chief or POC to ensure proper accountability of the equipment and clear any security issues.

3.2.24.4 Repair Parts. The contractor shall utilize the provision of paragraph 5.2 to obtain the repair parts required to return the equipment to fully operational capability within the specified time in paragraph 3.2.28.2. The contractor shall obtain and maintain quantities of commonly used repair parts as identified in Appendix 3AF to sustain the systems. Additional repair parts determined to be classified as "commonly used repair parts" identified throughout the support period may be added to the list in Appendix 3AF upon approval of the KO. The government shall provide a limited amount of items to be used as spares until replacements, if applicable, are provided to close out the open repair work order. The spares are listed in Appendix 3AF

3.3 SUPPLY (Firm Fixed Price).

3.3.1 The contractor shall operate two stock record accounts (SRA), W81PLH – ASL warehouse and W81GGE – SCIA; and two property book accounts (PBA), CY0H28 – contract GFP and W81EC8 – LOM warehouse.

3.3.2 The contractor shall operate under the guidance of DA regulations and pamphlets, as identified in this PWS. The contractor shall be responsible and accountable, as defined by the Federal Acquisition Regulation (FAR).

3.3.2.1 The contractor shall establish and update, as required, an internal SOP detailing the contractor's internal operations to accomplish contract requirements for each account. Each internal SOP shall include a property control

system to control, protect, preserve, and maintain all government property. The proposed internal SOP shall be presented to the Government for review and approval NLT 30 days from the start of performance of the PWS.

3.3.2.1.1 The contractor shall establish and update, as required, an external SOP for each account, detailing procedures to be followed by supported customers. The proposed external SOP shall be presented to the Government for review and approval NLT 30 days from start of performance of the PWS. The COR shall approve all subsequent changes or updates as they are made.

3.3.2.2 The contractor shall comply with financial management procedures IAW DFAS-IN 37-1.

3.3.2.3 The contractor shall reconcile individual customer document numbers with PSRA or SSA documents to determine the validity of the transactions processed. Discrepancies shall be resolved as found or during the customer reconciliation. At the direction of the supply COR or accountable officer, the contractor shall perform document history research to assist 5th Signal Command and/or customers of the AMSF in resolving inventory or budgetary discrepancies. Financial discrepancies are annotated with SARSS and or ILAP attachments as necessary and reported to the Government Financial COR for resolution.

3.3.2.4 The contractor shall coordinate the unloading, receiving, processing, and warehousing of air lines of communication (ALOC) and non-ALOC communications/electronics material shipments to the project stock record account or supply support activities on an on-call basis. The contractor shall pick-up or deliver high priority shipments to and from Government shipping points, predominately, Ramstein Air Force Base (AFB), as requested by the KO/COR. The contractor shall arrange direct delivery to units for NMC 01/02 Parts within two (2) hours.

3.3.2.5 The contractor shall establish and maintain a cannibalization point (CP) within the AMSF-E facility for supported communications-electronics equipment (CE), as defined and prescribed in AR 710-2 and AR 725-50.

3.3.3 Satellite Systems Support.

3.3.3.1 Satellite Supply Support. The contractor shall provide supply support for satellite terminal equipment listed in Appendix 3I and Appendix 3M. The contractor shall ship defective modules to the applicable wholesale level for repair and ensure replacement items are provided to support the authorized stockage list (ASL) IAW established turn-in/request for issue procedures.

3.3.3.2 Provide Class IX (ASL) support for the strategic satellite communication terminals in SWA under the control of the 54th Signal Battalion. The support shall include: Processing requisitions through the AMSF-E in accordance with provisions of AR 710-2 chapter 3, paragraph 3-19; providing status back to the customer; and conducting reconciliation and validation with the customer, in accordance with provisions of AR 710-2 chapter 3, paragraph 3-25. The AMSF-E shall fill all requisitions from authorized stockage levels on hand before passing the requisition to the next higher supply source.

3.3.4 PBA W81EC8 – List of Materials (LOM)

3.3.4.1 The contractor shall process all bills of material (BOM) acquisitions and procurements IAW the current 5th Signal Command BOM LOI or as tasked by the KO/COR. See Appendix 12C for workload data.

3.3.4.2 The contractor shall maintain/control accountability of all property received into the Project Property Book Account (PPBA) W81EC8 in accordance with Defense Property Accounting System (DPAS) procedures or other automated stock accounting system and ARs 735-5, 710-2, 725-50 and DA PAM 710-2-2

3.3.4.3 The contractor shall provide segregated storage for all individual project accounts.

3.3.4.4 The contractor shall provide commodity storage for project accounts to allow easy access to all material for visual inspection, identification, and inventory. Identification shall mean assigned NSN, management control number (MCN), manufacturer's part number, systems materiel list (SML) number, and item description. Visibility shall mean visual inspection and review of stored items.

3.3.4.4.1 During non-duty hours, access and issue of material out of asset accounts will be controlled by the KO/COR. Non-duty response time shall be within two hours. Overtime is estimated to be 50 hours per year.

3.3.4.4.2 The contractor shall issue and arrange shipment of BOM material to activities as directed by the supply COR.

3.3.4.4.3 The contractor shall operate a BOM delivery system to DCSOPS, 5th Signal Command assembly area when the transportation requirement exceeds the organic capability of DCSOPS or as directed by the supply COR.

3.3.4.4.5 The contractor shall produce all PBA transaction data as required by the property book officer and the COR in accordance with the Defense Property Accounting System (DPAS) users manual or the users manual of any automated stock accounting system implemented subsequent to DPAS.

3.3.4.4.6 The contractor shall produce Continuing Balance System - Expanded (CBS-X) Transaction Reports, CBS-X Validation Reports and Unique Item Tracking (UIT) Transaction Reports IAW AR 710-3 .

3.3.4.4.7 Reports. The contractor shall produce weekly and monthly supply reports for the Government Accountable Officer related to activity in accounts W81EC8 (LOM) and W81PLH (ASL). Format shall be as provided by the COR.

3.3.5 Direct Support, Class 9, Supply Support Activity (SSA) (W81PLH).

3.3.5.1 The contractor shall establish and maintain an authorized stockage (ASL) IAW AR 725-50, AR 710-2, DA PAM 710-2-2, and the Standard Army Retail Supply System (SARSS-1&2) utilizing appropriate end user systems manuals. See Appendix 12B for workload data.

3.3.5.1.1 The ASL shall consist of demand and non-demand supported supplies and repair parts, components, standby items, retention level items, components and modules. The ASL shall not include stockage of other items unless specifically directed by the Government accountable officer. ASL review boards are to be conducted IAW AR 710-2 and as directed by the Government. Results of the ASL review shall be furnished to the Government depicting lines and dollar value of additions, deletions, and quantity changes. The Government shall conduct the Board and the contractor shall provide the ASL product. Full ASL Review Boards are conducted Annually; with quarterly reviews by the Accountable Officer.

3.3.5.1.2 The contractor shall compute stockage levels IAW DA PAM 710-2-2 and as directed by the Government. A monthly ASL performance report shall be furnished to the government IAW Appendix 9, Report 22.

3.3.5.1.3 The contractor shall not exceed the dollar limitation established by the Government to increase ASL stock without the prior approval of both the supply and financial CORs.

3.3.5.2 As directed by the supply COR, the contractor shall establish an Operational Readiness Float (ORF), as defined in AR 750-1 and DA PAM 710-2-2. The ORF shall be positioned at the AMSF as directed by the supply and maintenance CORs. The contractor shall store and maintain ORF items IAW procedures outlined in AR 710-2, AR 735-5, AR 750-1, and DA PAM 710-2. The AMSF property book officer will maintain accountability of ORF items. The AMSF direct support maintenance section will perform necessary maintenance on ORF items. Release of ORF material from storage, for any reason, must be jointly approved by both the supply and maintenance CORs.

3.3.5.3 Repairable Exchange (RX) Support. The contractor shall limit RX support to those items identified by the Government. An authorized RX listing will be furnished to the contractor by the COR.

3.3.5.4 The contractor shall provide class 9, direct support IAW DA PAM 710-2-2, to units identified in the SARSS Customer Support Table File.

3.3.5.5 The contractor shall perform reconciliations, validations, cancellations, follow-ups, and other account maintenance activities IAW end user system manuals, applicable regulations, and COR directions. The contractor

shall provide a weekly ASL zero balance report to the supply COR IAW Appendix 9, Report 23. The report format shall be provided by the supply COR.

3.3.5.6 The contractor shall receive, store, and issue classified material IAW AR 380-5.

3.3.5.7 The contractor shall requisition all repair parts through the Standard Army Retail System (SARSS). The contractor shall ensure that all requisitions are processed through the Government supply system IAW AR 710-2 and AR 725-50. Supplies and repair parts not processed using the SARSS system, high priority requisitions coordinated directly with an item manager or an item issued during non-duty hours shall be entered into SARSS at the next available cycle.

3.3.5.8 Defense Switched Network (DSN) (KN-S4100 and EWSD). The contractor shall accept turn-in of unserviceable parts from Government O&M units and provide Repairable Exchange supply support to the DSN equipment. The O&M units will prepare an appropriate Siemens Form, which will be provided by the Government and attached to the DA Form 2765-1 turn-in document. The contractor shall deliver to and pick up parts from Siemens AG, Zweigniederlassung Mannheim Abt.. PNT, Siemensstrasse 3, Randbau, 68163 Mannheim-Neckarau. The AMSF-E turn-in point shall issue the repaired items to the O&M units through the most expedient manner. Emergency supply support shall be provided IAW PWS paragraph 3.1.2.

3.3.5.9 Data Network (DN). The contractor shall provide supply and exchange support for DN. The contractor shall stock and maintain an ASL consisting of Class II, VII and IX items. Unserviceable items/parts on the ASL shall be repaired and returned to stock IAW 3.2.24 of the PWS. Units/activities will turn in non-ASL material directly to the Maintenance Department for repair and return.

3.3.5.10 Defense Red Switch Network (DRSN) Support. The contractor shall provide supply and exchange support service IAW Appendix 3B.

3.3.5.11 Deployable Communications Packages (DCP). Within the ASL, the contractor shall include class 9 repairs parts supply and exchange support for DCPs. Units/activities will turn in non stocked items directly to the Maintenance Department for repair and return.

3.3.5.12 Supply Support for AN/TRC-194 (V)1 NSN 5820-01-354-6923 Ground Command Post Terminal. The contractor shall provide supply support for satellite terminal equipment in Appendix 3Z. The AMSF shall ship defective Line Replaceable Units (LRU), modules and Circuit Card Assemblies (CCA) to the applicable wholesale level of repair and ensure replacement items are provided to support the Authorized Stockage List (ASL) and unit PLL IAW established turn-in/request for issue procedures. Requisitions in support of MILSTAR outages from the 128th and 587th Signal Companies shall be passed under FAD I (A-01- 04/C-11) per HQ DA DAMPL sequence Message DTG# 221436Z NOV 96.

3.3.5.13 7th Signal Brigade Support. The contractor shall provide Material Handling Equipment (MHE) and operator support to 7th Signal Brigade on an as required basis. If the unit does not require the contractor to provide an operator, the equipment shall be hand-receipted to 7th Signal Brigade for the purpose of accountability/liability. All requests for support shall be processed through the Supply COR.

3.3.6 Small Computer Issue Activity (SCIA) W81GGE.

3.3.6.1 The contractor shall establish and maintain accountable records using Government provided software. Software will be capable of producing documents which can be imported into the Department of Defense Standard System. See Appendix 12E for workload data.

3.3.6.2 The COR will determine stockage levels to support SCIA operations. The SCIA is non stock SSA with the exception of free issue. The SCIA services all USAREUR units and any other US Government entities within the theater, upon request.

3.3.6.3 The contractor shall maintain serial number accountability of all property book accountable items received and issued to customers.

3.3.6.4 The contractor shall perform all customer coordination in the following areas:

3.3.6.4.1 Customer assistance in configuration of systems, authorized allowances, editing of requisitions and scheduling of issues to and turn-in from supported customers.

3.3.6.4.2 The contractor shall review all incoming SCIA Order Form to ensure that they have been properly executed, including CLIN description, contract number, funding, and lines of accounting. The contractor will use the customer's requisition number for the delivery order. The contractor shall prepare the delivery order and delivery order file and present them to the contracting officer for signature. The contractor shall be responsible for filing all contractual documents and ensuring that all memos for distribution of the delivery order (or modification). The contractor shall monitor vendor performance, including delivery time. The contractor shall work with the vendors and users to resolve any issues, however the contractor will not make any commitments with the vendors or in any way obligate the government. All such matters shall be referred to the SCIA contracting officer for resolution. The contractor shall prepare all modifications and supporting documentation.

3.3.6.4.2.1 The contractor shall monitor receipt of materials and ensure that copies of the applicable DD 250's, or other receiving documents, are filed in the applicable delivery order file. In the event that a delivery is in jeopardy of being late, or if the delivery date is not met, the contractor shall notify the contracting officer within one (1) working day after the required delivery date so that steps may be taken to obtain consideration for late delivery. At the same time, the contractor shall notify the vendor that delivery has not been met and request information as to the shipping status of the order. Receiving reports shall be forwarded to finance, if applicable, for payment. Once materials have been received and the contractor receives proof of payment, the contractor shall close out the delivery order files.

3.3.6.4.2.2 Files are to be maintained and closed in accordance with Federal Acquisition Regulation (FAR) and Defense Supplement to the Federal Acquisition Regulation (DFARS) Part 4.8.

3.3.6.4.2.3 Any contractor reporting which provides data regarding delivery orders/modifications shall be based on the data contained in the procurement file. For example, any reports reflecting late deliveries would include only time from the required delivery data until the goods are actually received. All reports, charts, and briefings generated regarding procurement data will be coordinated with the contracting officer responsible for the signing of the delivery order (not the OPMAS-E contracting officer).

3.3.6.4.2.4 Deleted

3.3.6.4.2.5 The contractor shall conduct follow-ups and record all procurement actions with the U.S. Army Project Managers at Ft. Monmouth, N.J. or the vendor as appropriate, at least monthly.

3.3.6.4.3 Provide each supported unit/customer (PBO) a current status report in writing (e-mail is acceptable) which shows a status of their acquisition actions each calendar quarter. The contractor shall conduct a bottoms-up reconciliation with each Government supported unit (customer) each calendar quarter to include status of acquisition actions and provide the results of the reconciliation to the SCIA Accountable Officer.

3.3.6.4.4 Conduct weekly follow-ups and record all procurement actions with DCSLOG, Contracts Management Division, the US Army Product Manager, Ft. Monmouth, NJ, and the vendor, as appropriate, to maintain current up-to-date status.

3.3.6.4.5 Maintain a database file consisting of date of issue, customer name, Department of Defense Activity Address Code (DODAAC), nomenclature, serial number, DO Number, Vendor, Contract Number, and manufacturer for all equipment issued. Database updates shall be provided to the Tier III Maintenance COR weekly. The contractor shall do daily backups of the database file to preclude loss of the records.

3.3.6.4.6 Provide a monthly “Summary of Activities” report, Appendix 9E, to the SCIA Accountable Officer. The report shall incorporate two sections “New Automation Purchases” and “Excess Information Technology.” The New Automation Purchases section of the report shall include: the number of requisitions and rejections; the number of SCIA Order Form processed; the number and dollar value of all delivery orders processed; the number and dollar value of delivery order’s shipped to the SCIA facility; and the number and dollar value of orders transported from the SCIA facility directly to the customers facility to include miles driven. The Excess Information Technology section of the report shall include: the number of items turned in to SCIA; the number of excess reports processed; and the number of free issue items available and the number issued to customers.

3.3.6.4.7 Provide a Quarterly SCIA News Letter similar to the example provided as Appendix 9C.

3.3.6.4.8 Reconciliation of funding status shall be performed, as requested by the customer/fund certifying official.

3.3.6.5 The contractor shall maintain the Government’s record set of contract files. This shall include all delivery orders, PR&Cs, receipt and issue documentation, and customer requisitions.

3.3.6.6 The contractor shall pickup mail daily at the Spinelli Barracks Installation Coordinator’s Building and at the Funari Barracks Mail Room.

3.3.6.7 The contractor shall make deliveries of new equipment to customers as directed by the Accountable Officer/COR.

3.3.6.8 Deleted

3.3.6.9 The contractor shall maintain the SCIA servers and computer systems connected to the LAN system installed at the SCIA and any standalone systems used in the SCIA operations. The contractor shall be System Administrator (SA) for the LAN system, servers and computer systems operated at the SCIA.

3.3.6.10 The contractor shall maintain a Web Site biweekly that contains, as a minimum, the following:

3.3.6.10.1 A listing of free issue items that contains a management control number, full nomenclature and storage location. The listing shall be constructed to reflect groups of like equipment together.

3.3.6.10.2 Deleted

3.3.6.10.3 A complete listing of all contracts with Contract Line Item Numbers (CLIN), nomenclature, price, and a link to the vendor’s web site. The listing for each contract shall reflect warranty terms, telephone numbers for warranty service/assistance and the local vendor representative’s name, telephone number, fax number and email address. The listing shall also identify those vendors that have no in-country representation.

3.3.6.10.4 A link to the USAREUR DCSIM Web Site for publications and forms.

3.3.6.11 Excess Information Technology (IT) Reporting and Disposition.

3.3.6.11.1 The contractor shall receive and process customer Reports of Excess IT, Standard Form (SF) 120 or automated equivalent, IAW the Automation Resources Management System (ARMS) and users manual to the Defense Automation Resources Management Program (DARMP).

3.3.6.11.2 The contractor shall screen SF 120s submitted by customers for IT candidates that can be redistributed within USAREUR prior to reporting the excess to DARMP. Selected candidates shall be reported to the Accountable Officer/COR for approval/disapproval for retention. The contractor shall also screen SF 120s for candidates for needed parts to make repairs to systems in use in the command or to upgrade free issue stocks.

3.3.6.11.3 The contractor shall not accept excess IT without a written statement from the unit Information Systems Security Officer (ISSO), stating that the system has been cleared or declassified IAW paragraph 2-20, AR 380-19 and approval by the Accountable Officer/COR that the excess AE can be turned in at the SCIA facility.

3.3.6.11.4 The contractor shall accept all excess IT approved by the Accountable Officer/COR for turn-in from customer units. Excess IT turned in shall be technically inspected for serviceability and completeness prior to reissue. Excess IT placed in the free issue stock shall be upgraded to the maximum extent possible from parts made available through unserviceable turn-in items.

3.3.6.11.5 The contractor shall make minor repairs to IT turned in to the SCIA for free issue stocks to bring the equipment to condition code B. Repair parts necessary to repair the IT shall be obtained from the excess unserviceable IT turned in by units at the SCIA.

3.3.7 Property Book Accountability (DELETED EFFECTIVE 1 SEPTEMBER 2005)

3.3.7.1 The contractor shall operate the property book section and maintain the accountable property book records for the Headquarters, 5th Signal Command (WK4F78) (W81XA3) using the Standard Property Book System-Redesign (SPBS-R). See Appendix 12D for workload data.

3.3.7.2 The contractor shall provide property book accountability and support to designated units IAW 5th Signal Command External Property Book SOP, AR 710-2, AR 735-5, DA PAM 710-2-1 as defined in this PWS.

3.3.7.3 The contractor shall establish and maintain hand receipt files as prescribed by the Government's property book officer (PBO).

3.3.7.4 The contractor shall submit applicable reports as prescribed by the SPBS-R Users Manual to the Government PBO.

3.3.8 Packaging and marking. Prior to being supplied/shipped/returned to the government, all hardware items shall be packaged IAW ASTM D 3951-98 (Standard Practice for Commercial Packaging). All Packages shall be marked IAW MIL-STD-129 (Standard Practice for Military Marking).

3.4 OPERATIONS AND MAINTENANCE OF GLOBAL INFORMATION GRID (GIG) FACILITIES.

3.4.1 Operation and Maintenance Services. The contractor shall provide O&M (organizational through DS level maintenance) services IAW DISA circulars and regulations listed in Appendix 1, and other items or services necessary to perform work defined at the following 5th Signal Command facilities. The contractor shall perform organizational through DS level maintenance, by consolidating PLL at the following GIG facilities: Mannheim, Landstuhl, Vaihingen, Heidelberg, Donnersberg, Darmstadt, and Katterbach GE.

3.4.2 Manned Facilities – Microwave (MW) and Technical Control Facilities (TCF). The contractor shall man these facilities twenty-four (24) hours a day, seven (7) days a week.

3.4.2.1 Vicenza, Italy

3.4.2.2 Vaihingen

3.4.2.3 Landstuhl

3.4.2.4 Coltano, Italy

3.4.2.5 Heidelberg, Germany

3.4.3 Unmanned Facilities. Preventive maintenance (PM) for unmanned facilities shall be scheduled and performed between 0300Z and 1100Z.

3.4.3.1 Bonstetten

3.4.3.2 Melibocus

3.4.3.3 Koenigstuhl

3.4.3.4 Geigenwang

3.4.3.5 Rheinwarzhofen

3.4.3.6 Kaiserslautern (supported from Landstuhl)

3.4.3.7 Zugspitz

3.4.3.8 Schwanberg

3.4.3.9 Heidenheim

3.4.3.10 Brandhof

3.4.3.11 Frielzheim

3.4.3.12 Stocksberg

3.4.3.13 Giessen

3.4.3.14 Breitsol

3.4.3.15 Stuttgart

3.4.3.16 Hanau

3.4.3.17 Panzer Kaserne Tactical Interface Point (TIP) (Kaiserslautern, Germany)

3.4.3.18 Baumholder

3.4.3.19 Hohenfels

3.4.4 Partially Manned Facilities. The contractor shall be on site for the times, days, and sites specified below. The contractor shall ensure that personnel are available for those events that occur outside normal operating hours (i.e., scheduled outages, testing, circuit activations, deactivations, unscheduled outages, reroutes), or any other events that would require the presence of station personnel.

3.4.4.1 The contractor shall be on site ten (10) hours per day (0700 – 1700 hours), five (5) days per week (Monday through Friday) to include all holidays which fall within this time frame for the following sites: Grafenwoehr; Wiesbaden; and Katterbach.

3.4.4.2 The contractor shall be on site twelve (12) hours per day (0700-1900), seven (7) days per week to include all holidays which fall within this time frame for the following sites: Donnersburg, and Mannheim.

3.4.4.3 The contractor shall be on site eight (8) hours per day (0800 – 1600) five (5) days per week (Monday through Friday) to include all holidays which fall within this time frame for the following sites: Hohenstadt; Darmstadt; Wuerzburg.

3.4.5 Optional Army GIG Facilities

3.4.5.1 SHAPE, BE, Radio Relay (Unmanned Option)

3.4.5.2 SHAPE, BE, Command Center Bunker (Manned Option)

3.4.5.3 Chievres, BE (Partially Manned Option)

3.4.6 Facility Support.

3.4.6.1 Response Time. Upon notification or contractor determination that an unmanned facility is in an Outage/HAZCON condition, the contractor shall respond IAW paragraph 3.1.2.3.

3.4.7 General Tasks.

3.4.7.1 Global Information Grid (GIG) Orderwire. The contractor shall provide semi-annual PM visits in support of repair, replacement, alignment, activation/modification and TA for GIG orderwire. The contractor shall respond to HAZCON and provide a repairable exchange (RX) point for call director panels and modules.

3.4.7.1.1 The contractor shall ensure proper orderwire discipline IAW DISAC 310-70-1, Volume II, chapter 6.

3.4.7.2 The contractor shall not perform PM or quality control (QC) on equipment during peak load periods IAW the current EURDEFSTA. Maintenance or QC checks which will result in HAZCON or interruptions in user service, shall not be performed without prior coordination with DISA-EUR through the T-NOSC chain as required IAW chapter 2, Volume II, DISAC 310-70-1, AND 5TH Signal Command Regulation 25-6. The contractor shall hand receipt, transport, store, and destroy COMSEC key IAW AR 380-150 and UR 380-40.

3.4.7.2.1 The contractor shall perform periodic testing of backup power IAW DISAC 350-195-2. Backup power problems shall be reported to the COR.

3.4.7.2.2 The contractor shall respond to contingency requirements from DISA or the T-NOSC, to include tactical interface requests and European Restoral Plans (ERP) IAW chapter 5, DISAC 310-70-1.

3.4.7.2.3 The contractor shall submit a daily operational summary (OPSUM) to T-NOSC IAW 5th Signal Command Regulation 25-6.

3.4.7.2.4 The contractor shall respond to and assist authorized agencies in facility inspections/evaluations and take appropriate action to correct findings/deficiencies and provide corrective action reports through the KO/COR to the appropriate agency.

3.4.7.2.5 The contractor shall prepare and submit special outage reports (SOR) IAW 5th Signal Command Regulation 25-6.

3.4.7.2.6 The contractor shall maintain PLL IAW AR 710-2. The contractor shall maintain maintenance records IAW DA PAM 750-8.

3.4.7.2.7 The contractor shall maintain circuits/links/systems IAW DISAC 300-175-9 and DISAC 310-130-2

3.4.8 The contractor shall maintain the GIG User's Education Program IAW DISAC 310-70-1.

3.4.9 Specific Tasks.

3.4.9.1 Technical Control Facilities (TCF).

3.4.9.1.1 The contractor shall perform all circuit and systems troubleshooting, fault isolation, rerouting, and restoration action to include deploying to end user premises, as directed by the KO/COR, to maintain optimum service IAW DISAC 310-70-1, chapter 11, paragraph 5.t. Deploying to end user premises is limited to day trips only between the hours of 0700 through 1700 only, unless authorized by the KO/COR.

3.4.9.1.2 The contractor shall perform circuit activation, deactivation or reconfiguration as directed by DISA-EUR or the T-NOSC, including reporting, IAW DISAC 310-70-1, chapter 2. This shall include end-to-end testing from user premises to distant user premises, except as waived by the 5th Signal Command KO/COR or DISA/EUR.

3.4.9.1.3 The contractor shall perform support QC testing as required for critical point to point circuits IAW DISAC 310-70-1, chapter's 2, 5, 6, and 10.

3.4.9.1.4 The contractor shall report system and circuit outage/HAZCON reporting IAW DISAC 310-55-1 with DISAEC supplement and 5th Signal Command Regulation 25-6.

3.4.9.1.5 The contractor shall maintain required circuit data, including circuit data cards and patch panel labels IAW DISAC 310-70-1. The contractor shall maintain circuit history files on each facility IAW DISAC 310-70-1.

3.4.9.1.6 The contractor shall perform in-service and out-of-service system/circuit QC checks and maintain data IAW DISAC 310-70-1 and DISAC 300-175-9.

3.4.9.1.7 The contractor shall respond to trouble calls and requests for assistance from local circuit users and coordinate circuit restoral IAW DISAC 310-70-1. The contractor shall respond to requests for assistance in circuit and system troubleshooting on connecting leased circuits and submit reports IAW DISAC 310-70-1 and 5th Signal Command Regulation 25-6. The contractor shall respond to requests for assistance in circuit/system troubleshooting and fault isolation from other GIG facilities IAW DISAC 310-70-1, chapter 3 and DISAC supplement. Response time for this service shall be two (2) hours.

3.4.9.1.8 The contractor shall respond to trouble indications reported by the TRAMCON system and take actions commensurate with the alarm condition and direction by the facility control office (FCO) IAW DISAC 310-70-1.

3.4.9.1.9 The contractor shall respond to operational direction and reporting required from DISA-EUR to obtain authorized circuit/system outages IAW DISAC 310-70-1.

3.4.9.1.10 The contractor shall coordinate with local users, connecting GIG facilities and DISA-EUR to obtain authorized circuit/system outages IAW DISAC 310-70-1.

3.4.9.1.11 The contractor shall maintain a technical control and record file IAW DISAC 310-70-1, a DISA general message, EURDEFSTA file, and the DISA quality assurance (QA) Performance Maintenance Parameters (PMP) (DISAC 310-70-57).

3.4.9.1.12 RESERVED

3.4.9.2 Microwave (MW).

3.4.9.2.1 The contractor shall perform operator through DS level maintenance, except those tests requiring an MLA/Spectrum Analyzer IAW applicable equipment, TM, or other Government approved documents. The MST will be notified immediately if modules or subassemblies replaced require alignment IAW applicable equipment, TM or other Government approved documents.

3.4.9.2.2 The contractor shall perform unit level maintenance on CCI IAW applicable equipment TM and transport to and from the appropriate support facilities for maintenance above unit level.

3.4.9.2.3 The contractor shall maintain required CCI accountability inventories and perform unit item tracking (UIT) reporting IAW 5th Signal Command Regulation 710-1, dated 17 Feb 95, Inventory Management Unit Supply Policy and Procedures. Periodic reports shall be submitted to Headquarters, 5th Signal Command, ATTN: ASQE-LG-S, APO AE 09056, using the SPBS-R program.

3.4.9.2.4 The contractor shall coordinate with support maintenance facilities for equipment maintenance above DS level.

3.4.9.3 Facility Control Office (FCO). The contractor shall perform FCO functions at the GIG sites in Coltano, IT, and Vaihingen, GE, IAW DISAC 310-70-1, chapter 2, paragraph 3.

3.4.9.4 Node Site Coordinators (NSC), General Duties and Responsibilities. The contractor shall conduct NSC duties IAW DISAC 310-70-1, (Node Site Coordinators Guides) as directed by this PWS.

3.4.9.4.1 The contractor shall conduct NSC duties for DISA and 5th Signal Command information systems located within Global Information Grid (GIG) facilities to include Integrated Digital Network Exchanges (IDNX), Asynchronous Transfer Mode (ATM) switches, Non-secure Internet Protocol Routers (NIPR), and Secure Internet Protocol Routers (SIPR) at GIG facilities listed in paragraph's 3.4.9.5 and 3.4.10.

3.4.9.4.2 The contractor shall at a minimum perform duties IAW DISAC 310-70-1 Supp 3 and Supp 4 in the following areas: hardware and software accountability; node facility access control and security; maintenance and installation coordination; and general administration and coordination. Additional specific and node-site-unique duties are found within the applicable system circulars or as specified within this PWS.

3.4.9.4.3 The contractor shall not interfere with the operation of any node facility equipment unless directed by the responsible monitoring center (MC). The NSC shall be responsible for the general administration of the nodes IAW with their (the node's) specific applicable DISA circular or as specified within this PWS.

3.4.9.4.4 For nodes located in GIG facilities that are not manned twenty-four (24) hours a day, seven (7) days a week, the contractor shall initiate NSC assistance within two (2) hours of notification. The NSC shall notify the DISA-E ROSC and the 5th Signal Command Theater-Network Operations Security Center (T-NOSC) whenever a partially manned or unmanned node site (GIG facility) cannot be entered outside of normal duty hours or whenever the two hour response limit must be or is exceeded.

3.4.9.4.5 The NSC shall respond to the operational direction and reporting required from the DISA-E ROSC, T-NOSC, DNCC, DISA 310-55-1, and 5th Signal Command Regulation 25-6.

3.4.9.5 Defense Information Systems Network-Europe (DISN-E) ATM Node Site Coordinators (NSC). The contractor shall provide NSC IAW DISAC 310-70-1, DISAE Supp 4 entitled "Global Information Grid (GIG) DISN Asynchronous Transfer Node Site Coordinator Guide – European Area (Draft)" at the following locations: Bad Kreuznach, Baumholder, Breitsol, Darmstadt, Donnersberg, Geiganwang, Giessen, Grafenwoehr, Hanau, Heidelberg, Hohenfels, Hohenstadt, Kaiserslautern, Katterbach, Konigstuhl, Landstuhl, Mannheim, Melibokus, Schwetzingen, Stuttgart (Robinson Barracks), Vaihingen, Wiesbaden, and Wuerzburg, Germany; Coltano and Vicenza, Italy; Mons and Chievres, Belgium.

3.4.9.5.1 The NSC shall power cycle equipment, replace network modules and switch control processor boards. Determine operational condition of port connectors and cables and replace cables and connectors (provided by DISA) as required.

3.4.9.5.2 The NSC shall coordinate with the ATM Network Operations Center (ATM-NOC), and shall inform the 5th Signal Command, Theater-Network Operations Security Center (T-NOSC) of all authorized outages, upgrades and improvements to the ATM equipment. See Appendix 3W.

3.4.9.5.3 For ATM nodes located in facilities not manned twenty-four (24) hours a day, seven (7) days a week, the contractor shall initiate NSC assistance within two (2) hours of notification IAW para 3.1.2.3 of the PWS.

3.4.9.5.4 The contractor shall not interfere with the operation of any node facility equipment unless directed by the responsible monitoring center (MC). The NSC shall be responsible for the general administration of the node facility IAW DISAC 310-70-1, DISAE Supp 4 entitled "Global Information Grid (GIG) DISN Asynchronous Transfer Node Site Coordinator Guide – European Area (Draft)" in the following areas: hardware and software accountability; node facility access control and security; maintenance and installation coordination; and general administration and coordination.

3.4.9.5.5 The NSC shall respond to the operational direction and reporting required from the DISA-E MC IAW DISAC 310-70-1, DISAE Supp 4 entitled “Global Information Grid (GIG) DISN Asynchronous Transfer Node Site Coordinator Guide – European Area (Draft)”.

3.4.9.5.6 The NSC shall assist the ATM-NOC in troubleshooting and helping to isolate problems between the ATM node and the transmission path.

3.4.9.5.7 The NSC shall assist the ATM-NOC in the activation and testing of new and existing circuits.

3.4.10 Secure Internet Protocol Router Network Nodes Site Coordinator (SIPRNET-NSC) duties. The contractor shall operate and perform all duties in this PWS in the restoration, testing and maintaining the circuits in conjunction with the SIPRNET. This includes the operation and maintenance, replacement, and re-keying of all associated cryptographic devices. This effort will include SIPRNET nodes at Bad Kreuznach, Mannheim, Heidelberg, Kaiserslautern, Landstuhl, Vaihingen, and Wuerzburg, Germany; Coltano and Vicenza, Italy; and Chievres, Belgium.

3.4.10.1 SIPRNET-NSC duties shall include the operation and maintenance of all associated data switches and devices to include the terminal servers. Duties include performing initial setup of data devices that will allow the DNCC personnel to remotely access the data devices for network configuration and control. The NSC will perform all circuit troubleshooting in coordination with the DNCC. Prior to changing the configuration of data devices the NSC will notify the DNCC personnel, that additional troubleshooting may consist of changing or modifying the configuration of the data devices.

3.4.10.2 Reporting outages, HAZCONS and adverse conditions affecting the SIPRNET nodes shall be IAW 5th Signal Command Regulation 25-6.

3.4.11 Global Information Grid (GIG) Station Battery Systems. The contractor shall provide maintenance of station battery systems at GIG sites IAW manufacturing/user manuals. Maintenance shall include the replacement of single battery cells as required.

3.4.12 Installation Support. The contractor shall provide limited installation support for transmission systems ancillary devices, such as line drivers, modems, line conditioning equipment, echo Cancellers/suppressors, which are required to complete circuit activations. This capability shall not be limited to 5th Signal Command GIG facilities. The capability will be extended to end users equipment as requested by the COR. Installation support shall generally be provided on a Monday through Friday, duty hours only basis; however, after duty hours requirements shall be supported as required by the KO/COR.

3.4.13 Contingency and Exercise Support. As directed by the Contracting Officer, the contractor shall provide Node Site Coordinator support, seven days-a-week, 24 hours a day. This support will be required within the European Commands Area of Operations and may involve multiple support requirements. Also as directed by the Contracting Officer, the contractor shall provide on-call theater support during exercises and real world contingencies. Contractor personnel shall be deployable upon 48 hours notice by the Contracting Officer. The contractor shall maintain a current list of personnel qualified for deployment.

3.4.13.1 The contractor shall operate and maintain (O&M), perform and conduct Node Site Coordinator (NSC) duties and responsibilities to communication support equipment, systems, nodes, and facilities IAW applicable DISA circulars and 5th Signal Command regulations and directives. Systems, nodes, equipment and facilities shall vary according to the immediate contingency or exercise requirement.

3.4.13.1.1 Operational Support. The contractor shall maintain voice network connections to the portside of the IDNXs and assist in the trouble shooting of IDNX trunks.

3.4.13.1.2 The contractor shall be responsible for extending circuits from the port side of the IDNXs to the points of use.

3.4.13.1.3 Upon receipt of a Telecommunications Service Order (TSO), the contractor shall contact the Circuit Control Officer (CCO) to verify circuit routing and provisioning. The NSC must notify the CCO of any delays encountered in the implementation of the TSO.

3.4.13.1.4 The contractor shall provide assistance to circuit implementation coordinators which includes providing assistance for local service request (LSR). LSR assistance responsibilities shall include addressing local and commercial tail circuits. On local tails, the customer is located on-base, and the NSC shall coordinate the provisioning of cable repairs to the customer location. On commercial tails, the customer is located off base and the NSC shall provide commercial installers access to the node site.

3.4.13.1.5 The contractor (NSC) shall be responsible for coordinating and assisting with the installation and activation of node hardware, software and circuitry.

3.4.13.1.6 The contractor (NSC) shall, in conjunction with commercial vendors or Government E&I teams, assist with circuit installation between the commercial vendor and the base Main Distribution Frame (MDF), the DISN Intermediate Distribution Frame (IDF) or the node.

3.4.13.1.7 The contractor (NSC) shall report all outages, changes and any significant events to DISA Regional Operation Support Center (ROSC) in accordance with DISAC 310-55-1 and 5th Signal Command Regulation 25-6.

3.4.13.1.8 The contractor shall ensure 24 hours per day, 7 days per week operation of the node by providing or making provisions for local on site assistance in case of node, circuit or trunk degradations, HAZCONS or outages.

3.4.13.1.9 The contractor (NSC) shall provide for the care and safekeeping of all node site equipment, spare equipment and equipment shipped to the node site for future installation.

3.4.13.1.10 The contractor (NSC) shall notify the DISA-EUR-ROSC and the 5th Signal Command T-NOSC prior to any proposed node relocation.

3.4.13.1.11 The contractor (NSC) shall regulate and control access to the node site IAW site access rosters coordinated through and approved by DISA-EUR-ROSC.

3.4.13.1.12 Administration: The contractor shall establish and maintain the following administrative records.

3.4.13.2 All DISA issued documentation.

3.4.13.2.1 Telecommunications Service Request (TSR) and the Telecommunications Service Orders (TSO) for each circuit/trunk terminating at the node.

3.4.13.2.2 Telephone listing of all Host Administrators for each host connected to the node, servicing commercial telephone companies, local and distant end tech control facilities and the DISA-EUR-RCC.

3.4.13.2.3 Node configuration documentation, to include a log of all deliveries, installation and maintenance activities.

3.4.13.3 Security Responsibilities. Contractor personnel shall coordinate physical site preparation and the installation and activation of the node, inter-router trunks and access circuit requirements. Additionally, the contractor (NSC) shall install or arrange for the installation of cables between the node and the local user's equipment.

3.4.13.3.1 The contractor shall ensure 24 hours per day, 7 days per week operation of the node by providing or making provisions for local on site assistance in case of node, circuit or trunk degradations or outages. The contractor (NSC) shall provide for the care and safekeeping of all node equipment, spare equipment and equipment shipped to the node site for future installation. The contractor (NSC) shall notify the DISA-EUR-RCC prior to any proposed node relocation.

3.4.13.3.2 The contractor (NSC) shall regulate and control access to the node site IAW rosters coordinated with and approved by DISA-EUR-RCC.

3.4.13.3.3 Administration: The contractor shall establish and maintain the following administrative records.

3.4.13.3.3.1 All Defense Investigative Service (DIS) issued documentation.

3.4.13.3.3.2 Telecommunications Service Request (TSR) and the Telecommunications Service Orders (TSO) for each circuit/trunk terminating at the node.

3.4.13.3.3.3 Telephone listing of all Host Administrators for each host connected to the node, servicing commercial telephone companies, local and distant end tech control facilities and the DISA-EUR-RCC.

3.4.13.3.3.4 Node configuration documentation, to include a log of all deliveries, installation and maintenance activities.

3.4.13.4 Defense Red Switch (DRS) Duties. The contractor shall provide troubleshooting and connectivity support to the DRSN Red Phone network and the instruments with all associated equipment that have been deployed in support of a Task Force Commander.

3.4.13.4.1 The contractor shall perform all PMCS checks and troubleshooting techniques in accordance with manufacturers operating instructions; Defense Red Switch Network (DRSN) Operations and Maintenance (O&M) Guide and Technical Manuals (TMs); and in accordance with DRSN network controller instructions.

3.4.13.4.2 The contractor shall conduct troubleshooting and Preventive Maintenance Checks and Services (PMCS) of the Dual Phone Adapters (DPA), Integrated Services Telephones (IST), Multi-Line Telephones (MLP), and user equipment and components providing Defense Red Switch Network (DRSN) voice connectivity.

3.4.13.4.3 The contractor shall perform a PMCS check at midnight. The check shall consist of visually checking the Liquid Crystal Display (LCD) counter on the DPA for correct day, date, time, preprogrammed messages, call data, security level, and Automatic Number Identification (ANI). The contractor shall place one test call to the DRSN Switch at Heidelberg or to the DRSN Switch at Vaihingen, Germany. The Contractor shall annotate the results of the test in the Master Station Log (MSL) and provide the results information to the USLNO.

3.4.13.4.4 The contractor shall perform a second PMCS check at a non-specified time. The contractor shall check only the Liquid Crystal Display (LCD) counter on the DPA, annotate the reading in the Master Station Log (MSL), and provide the results information to the USLNO on a daily basis.

3.4.13.4.5 The contractor shall report all DRSN Red Phone discrepancies or failures, suspected or identified during PMCS checks or troubleshooting to the USNLO immediately.

3.4.13.5 Integrated Digital Network Exchange Node Site Coordinators Duties (Deployed IDNX-NSC).

3.4.13.5.1 Contingency, Deployed and Exercise Support. The contractor shall provide on-call theater wide support during exercises and real world contingencies. The contractor shall deploy to contingency, and real world areas within 48 hours of notification by the Contracting Officer (KO).

3.4.14 5th Signal Command Asynchronous Transfer Mode (ATM) (Includes the Gigabit Ethernet) Nodes Site Coordinator (5th ATM-NSC) duties. The contractor shall conduct and provide ATM-NSC duties in support of HQ, 5th Signal Command ATM switches (includes Gigabit Ethernet) at the following locations: Bad Kreuznach, Baumholder, Breitsol, Darmstadt, Donnersberg, Geigenwang, Giessen, Grafenwoehr, Hanau, Heidelberg, Hohenfels, Hohenstadt, Kaiserslautern, Katterbach, Koenigstuhl, Landstuhl, Mannheim, Melibokus, Schwetzingen, Stuttgart (Robinson Barracks), Vaihingen, Wiesbaden, and Wuerzburg, Germany; Coltano and Vicenza, Italy; Mons and Chievres, Belgium.

3.4.14.1 The contractor shall coordinate and provide operational and maintenance assistance to the DNCC and T-NOSC controllers.

3.4.14.2 The contractor shall operate and perform maintenance to include keying cryptographic equipment, patching out or around cryptographic devices, moving fiber optic patch cords from the equipment (5th Signal Command ATM or Edge device) to the fiber optic patch panel, removing and adding new modules to the ATM equipment and Edge device at ATM node sites. The contractor shall pull out and reinsert interface boards/modules as directed by the DNCC/T-NOSC in the process of troubleshooting the 5th Signal Command ATM node.

3.4.14.3 The contractor shall evacuate defective modules to the AMSF. The contractor shall request and obtain replacement modules from the AMSF. The contractor shall obtain replacement modules from the applicable manufacturers.

3.4.14.4 The contractor shall perform service provisioning according to the TSO.

3.4.14.5 The contractor shall maintain an ATM reference library for all equipment.

3.4.15 Switch Multiplex Unit (SMU): The contractor shall provide support to the HQ, 5th Signal Command installed SMUs. The contractor shall coordinate and provide operational and maintenance assistance to tactical users, DSN, SCC and T-NOSC. The contractor shall provide support for the SMUs located at 5th Signal Command Operated STEP site only at the direction of the KO/COR.

3.4.15.1 The contractor shall operate and perform maintenance to include programming configurations, cut-sheet management, traffic metering reports, traffic analysis, database copies, keying cryptographic equipment, patching out or around cryptographic devices, pulling out/replacing interface boards/modules, and performing hardware and software installation and testing. Contractor shall also coordinate routing tables and effect changes IAW 5th Signal Command and/or DISA instructions.

3.4.15.2 The contractor shall ensure that the printer supplied for the SMU is operational and online. The contractor shall turn in defective printer to the AMSF. The contractor shall issue a replacement printer.

3.4.15.3 The contractor shall ship defective modules to the AMSF. The contractor shall obtain replacement modules from the applicable manufacturers.

3.4.15.4 The contractor shall perform service provisioning in accordance with the TSO.

3.4.15.5 The contractor shall operate and maintain the Switch Multiple Unit IAW manufacturers' operating manuals and through established Operating Instructions and Procedures.

3.4.15.6 The contractor shall maintain a site reference library for all equipment related to the SMU.

3.4.15.7 Reporting Outages/Delays/HAZCONS. The contractor shall report all network or system outages, delays and/or HAZCONS IAW 5th Signal Command Regulation 25-6 (Reporting Procedures).

3.4.16 Timeplex. The contractor shall provide Operation and Maintenance (O&M) support to the HQ, 66th Military Intelligence (MI) Group through the operation and maintenance of the Timeplex Multiplexer located within the Darmstadt Global Information Grid (GIG) facility. A list of the Timeplex equipment is provided in Appendix 3x.

3.4.16.1 The contractor shall operate and maintain the Timeplex Multiplexer between the hours stated at paragraph 3.4.4 for operation of the Darmstadt GIG. The contractor shall respond to requests for assistance within the prescribed 2 hours stipulated. The contractor shall coordinate and provide troubleshooting (fault isolation) assistance to the 66th MI Group Patch and Test Technical Controllers, as required. The contractor is not required to provide off site support, unless directed by the KO/COR.

3.4.16.2 The contractor shall operate and perform maintenance to include keying cryptographic equipment, patching out or around cryptographic devices, moving patching cords from the equipment to the patch panel,

removing and adding modules and printed circuit boards. The contractor shall pull out and reinsert interface and reconfigure boards/modules as directed or as required in the process of troubleshooting and fault isolation.

3.4.16.3 The contractor shall access the Craft workstation; access provisioning for Timeplex: check and reset alarms on the ST-1000; program and control all programmed/programmable circuits traversing the Timeplex for in-depth troubleshooting (i.e. Note Control Loopbacks, Total Systems Control for each T-1/E-1/Super Groomer Module for Low Speed data); and OC3 interface to the Timeplex Cell Path Exchange.

3.4.16.4 The contractor shall ship defective modules to the AMSF. The contractor shall request and obtain replacement modules from the AMSF. The contractor shall obtain replacement modules from the applicable manufacturers.

3.4.16.5 The contractor shall perform service provisioning according to the technical service order (TSO).

3.4.16.6 The contractor shall operate and maintain the Timeplex Multiplexer IAW manufacturers' operating manuals.

3.4.16.7 The contractor shall maintain configuration documentation, to include a log of all deliveries, installations, modifications, and maintenance conducted upon or to the equipment for network composing the Timeplex within the Darmstadt GIG Facility.

3.4.16.8 Reporting Outages/Delays/HAZCONS: The contractor shall report all network or system outages, delays, and/or HAZCONS IAW 5th Signal Command Regulation 25-6 (Reporting Procedures).

3.5 OPERATIONS AND MAINTENANCE OF VIDEO-TELECONFERENCING NETWORK CENTER.

3.5.1 Operation and Maintenance (O&M) Services. This portion of the PWS establishes the requirements for the Operation and Maintenance (O&M) of the United States Army Europe (USAREUR), and 5th Signal Command Video Teleconferencing (VTC) facilities at Campbell Barracks, Heidelberg; Kleber Kaserne, Kaiserslautern; and Grafenwoehr, Germany. The contractor shall perform organizational and unit level maintenance on equipment listed in Appendixes 3AA and 3AB of this PWS. The Heidelberg Video Teleconferencing Network Operations Center (VTC-NOC); Kaiserslautern, and Grafenwoehr VTC facilities are each comprised of independent "secure and non-secure" Video Teleconferencing network hubs operating in a consolidated environment.

3.5.1.1 The Secure Hubs at each video teleconferencing facility is that portion of the Video Teleconferencing Network which provides secure, encrypted, classified Video Teleconferencing service utilizing approved encryption devices (KG-194, KIV-7, or other approved encryption systems), and a Promptus Inverse Multiplexer (IMUX). See Appendix 3AA for equipment listing and PLL.

3.5.1.2 The Non-secure Hubs at each video teleconferencing facility is that portion of the Video Teleconferencing Network which provides non-secure, non-encrypted, unclassified Video Teleconferencing service through the utilization of a Promptus Inverse Multiplexer (IMUX) and related equipment as applicable. See Appendix 3AB for equipment.

3.5.1.3 Current Operational Hubs.

3.5.1.3.1 There are two current operational hubs located at the VTC-NOC Campbell Barracks, Heidelberg, Germany. The VTC-NOC is comprised of two secure hubs

3.5.1.3.2 There are two secure operational hubs located at Kleber Kaserne, Kaiserslautern, Germany.

3.5.1.4 Optional Support for Additional Hubs.

3.5.1.4.1 One additional non-secure hub located at the VTC-NOC Heidelberg facility.

3.5.1.4.2 Two secure hubs located in Grafenwoehr, Germany.

3.5.2. General Requirements. The contractor shall operate and maintain both secure and non-secure hubs within the video Teleconferencing facilities in accordance with the PWS and through the utilization of manufacturers equipment manuals and instructions.

3.5.2.1 The contractor shall provide secure and non-secure interoperability and connectivity service between Government agencies which utilize Video Teleconferencing Facilities (VTF's), as well as dedicated and dial-up VTF's.

3.5.2.1.1 The contractor shall provide secure and non-secure Video Teleconferencing service to all certified and approved customers. This service shall include multiple customer locations throughout Europe, Africa, the Middle East, and CONUS, as well as to approved "tactical and/or deployed" customers. A list of certified/approved customers shall be provided by the Government.

3.5.2.2 The contractor shall maintain a customer database which will be provided by the Government identifying each customer. The customer database shall identify those customers who are approved users, and have under gone systems certification and testing, and have met the requirements for equipment compatibility, and network interoperability. The following minimum information shall be required: Name of facility, Address, Location, Telephone number, E-mail address, System data rate, Coder-Decoder (CODEC), Service type (dedicated, or dial-up), Site Identifier or Video number.

3.5.2.3 The contractor shall respond to and assist authorized Government agencies in facility inspections and evaluations of the VTC facilities using Government evaluation standards.

3.5.2.4 The contractor shall maintain a technical library at the VTC facilities.

3.5.2.5 Duty Hours. The contractor shall operate and maintain the Campbell Barracks, Heidelberg VTC Hub Facility and the Network Operating Center (NOC) 7 days a week, 24 hours a day, each weekday including holidays. The contractor shall operate and maintain the Kleber Caserne, Kaiserslautern VTC Hub Facility Monday through Friday, 5 days a week, 12 hours a day, from 0700-1900, excluding holidays. The operating hours for all optional VTC Hub Facilities will be Monday through Friday, 5 days a week, 12 hours a day, from 0700-1900, excluding holidays.

3.5.2.6 New Equipment Training (NET). The Government shall provide NET IAW paragraph 3.1.3.

3.5.3 General Tasks. The contractor shall operate and maintain all VTC facilities mentioned within this PWS and all associated peripheral equipment IAW OEM and applicable technical manuals (TM's), as listed in Appendix 1, to provide the following services:

3.5.3.1 Operate and maintain the Montage Model 570 Conferencing Server.

3.5.3.2 Operate and maintain the Promptus Inverse Multiplexer (IMUX).

3.5.3.3 Operate and maintain KG-194's, KIV-7's or other Controlled Cryptographic Items.

3.5.4 Manning of MCS Server. The contractor shall maintain, operate and perform all administrative functions of the Montage Conferencing Server (MCS) through use of the MCS workstation. Administrative tasks include; installing, updating MCS workstation software, setting up user groups and accounts, configuring modules, defining end-points, defining conferences, scheduling conferences, conducting conferences, managing files, managing events messages, running diagnostics, and backing up software as stated within the Montage Administrative Guide, TM's or TB's. The contractor shall provide customer telephonic troubleshooting assistance.

3.5.4.1 The contractor shall understand, use, and operate all features and functions of the major components and sub-components comprising the VTC facilities.

3.5.5 Network Operation Center (NOC) Specific Duties. The contractor shall maintain the Video Teleconferencing scheduling server and associated local and distributed server system to include database maintenance and management, installing software patches/updates and performing system and database backups in accordance with the manufacturer's recommendations. Higher level maintenance will be provided by the local servicing Regional Service Center.

3.5.6 The Heidelberg NOC shall, perform the duties of a VTC HUB FACILITY, be responsible for remote monitoring of the other VTC Hub Facility MCU's conferences where a cascaded conference is established between Heidelberg and the other VTC facilities. The Heidelberg NOC shall be primarily responsible in directing trouble restoration efforts during outages that involve cascaded conferences between Heidelberg and other VTC Facility sites.

3.5.7 H.323/IP Video Teleconferencing. The contractor shall support Multipoint Video conferences over approved secure networks to include maintaining the H.323 MCU, Automated scheduling server, supporting IP Gateway equipment and connections through to the H.320 network, and access into the media server.

3.5.7.1 H.323 MCU. The contractor shall maintain the H.323 Multipoint Control Units, Live Managers and associated Gatekeeper functions IAW manufacturer's manuals to include database maintenance and management, installing software patches/updates and performing system and database backups. Higher level maintenance will be provided by the manufacturer and/or 5th Signal Command VTC Engineers. Network problems should be directed to the local servicing Regional Service Center.

3.5.7.2 Scheduling. The contractor shall maintain an autonomous scheduling server for multipoint H.323 conferences IAW the USAREUR VTC policy on a first-come basis from the list of authorized/registered VTC users. Users will schedule conferences through this automated scheduling service. This scheduling function, where IP gateway access is required into the USAREUR Secure H.320 network, shall be made by the user with coordination to the USAREUR H.320 VTC Scheduler. Four (4) conference resource ports shall be configured for autonomous scheduling directly by registered General Officer (and/or SGS) users. Twenty (20) conference resource ports will be configured as USAREUR command resources and be scheduled by the individual user. This configuration shall not be altered without prior approval from 5th Signal Command VTC Program Manager. USAREUR ODCSIM shall provide guidance in all cases where scheduling disputes arise. The contractor shall not arbitrate conference disputes.

3.5.7.3 Media Server. The contractor shall maintain a classified and unclassified Multimedia server IAW manufacturer's manuals to include performing system backups and loading new software updates. Supported services will include Streaming video conferences, multicasting/unicasting live broadcast video media (CNN, AFN, etc.), live events (change-of-command) and video-on-demand (pre-recorded events). The 43rd Signal BN, S3 shall provide guidance for media classification and release. The scheduling cycle for periodic multicast media shall be defined by the USAREUR ODCSIM, but configured and maintained by the contractor. Higher level maintenance will be provided by the manufacturer and/or 5th Signal Command VTC Engineers. Network problems should be directed to the local servicing Regional Service Center.

3.5.8 Reporting. The contractor shall report VTC network outages within ten (10) minutes and hazardous conditions (HAZCON) within thirty (30) minutes to the appropriate Signal Battalion Network Operation Security Center (NOSC) IAW 5th Signal Command Regulation 25-6, DISAC 310-70-84, DISAC 310-70-1, and DISAC 310-55-1.

3.5.8.1 The contractor shall verbally report outages within ten (10) minutes to the appropriate Signal Battalion Network Operation Security Center (NOSC). The contractor shall indicate time of outage, type of equipment, component or sub-component, and describe the particular equipment problem(s) or fault. The contractor shall make recommendations for resolving the problem(s) and report expected time of restoration.

3.5.8.2 The contractor shall verbally report all HAZCON's within thirty minutes of occurrence to the appropriate Signal Battalion Network Operation Security Center (NOSC) IAW DISAC 310-70-1, 310-55-1, 310-70-84 and guidelines established by 5th Signal Regulation 25-6. Information shall be reported in near-real-time non-formatted reports (current information) and in daily formatted reports (historical information).

3.5.8.3 The contractor shall telephonically report all conference delays caused by either network technical difficulties, VTC facility system failures, or by users equipment faults telephonically within 5 minutes of conference termination to the Network Operation Security (NOSC). This reporting action shall be considered an initial report. The following information shall be included:

3.5.8.3.1 Date/Time of Conference

3.5.8.3.2 Conference Name/Conference Number

3.5.8.3.3 Senior Officer Hosting Conference or General Officers within Conference, when known

3.5.8.3.4 Cause of Delay

3.5.8.3.5 Length of Delay

3.5.8.4 The contractor shall provide a final report indicating the cause of outage, disruption or delay. The final report shall be provided via electronic mail (E-mail) or through other means (telephonically) when email capabilities are not available. Interim reports shall be made periodically prior to the final Reason for Outage (RFO).

3.5.8.5 Special Reporting Guidelines. Where a cascaded conference includes MCUs at the NOC and/ other VTC facilities, the NOC shall have the reporting responsibilities for the cascaded conference.

3.5.9 Definitions of Outages, Hazardous Conditions (HAZCON's), and Restoration for VTC Systems:

3.5.9.1 An outage is defined as any temporary or permanent loss of communications involving any major system component, sub-component, or peripheral device that halts the full processing of information through the respective VTC facility.

3.5.9.2 A HAZCON is defined as any condition or impairment which left unattended will cause severe degradation of or can cause the loss of information, and/or information processing capabilities, to include facility environmental equipment (i.e., Air Conditioning, Heating, Lighting, Water, Sewage, etc.). HAZCON's include critical Prescribed Load List (PLL) parts shortages. Common HAZCON's include:

3.5.9.2.1 Mandatory PLL parts depletion; loss of power supply redundancy caused by the failure of either the "A" or "B" power supplies.

3.5.9.2.2 Failure of the isolation diode between the "A" or "B" power supplies which would prevent automatic switching between power supplies.

3.5.9.2.3 Loss of VTC related equipment redundancy caused by failure of either "A" or "B" processor.

3.5.9.2.4 Loss of external timing sources caused by the failure of the primary external timing input to the VTC processing equipment.

3.5.9.2.5 Loss of clock reference caused by the failure of all external timing parts to the VTC equipment and the VTC facility is operating on its internal clock.

3.5.9.2.6 Loss of facility environmental equipment (FESE) controls needed to support the continued operation of the VTC facility.

3.5.9.2.7 Loss of primary power redundancy caused by failure of either the primary or secondary (back up) uninterrupted power supply (UPS).

3.5.9.2.8 Loss of power systems providing alternating current (AC) or direct current (DC) power to the facility, or the VTC equipment, or loss of automatic switching between the primary and secondary (back up) alternating current (AC) power systems.

3.5.9.2.9 Restoration is defined as actions required to restore telecommunications service to circuits, systems, components or sub-components experiencing an outage or HAZCON regardless of cause or fault. Restoration provides the continuation of VTC service using specific methods and procedures, including the utilization of the remaining functional network assets to reestablish the degraded or interrupted service to its original “fully” operational level

3.5.10 Restoration Actions, Procedures and Reports: The contractor shall take the following actions upon discovery, notification, or acknowledgment of a VTC outage, including Inter-Switch Trunks (IST’s) supporting connectivity; timing sources, or any related system that halts the information processing of the VTC facility:

3.5.10.1 Open a trouble ticket and complete all relevant information on the form to assist in reporting, identifying, and troubleshooting the fault or occurrence IAW 5th Signal Command Regulation 25-6, DISAC 310-55-1, DISAC 310-70-1, and DISAC 310-70-84.

3.5.10.2 Notify the appropriate Signal Battalion NOSC of all outages and make the appropriate entries in the Master Station Log (MSL) IAW 5th Signal Command Regulation 25-6, DISAC 310-55-1 and DISAC 310-70-84.

3.5.10.3 Complete all appropriate forms and reports and notify the appropriate Signal Battalion NOSC of circuit(s), systems, components, or sub-components restoration IAW 5th Signal Command Regulation 25-6, DISAC 310-55-1 and DISAC 310-70-84.

3.5.10.4 Service Interruptions, Database Backups, and Site Configuration Reports shall be submitted to the Signal Battalion NOSC as requested IAW 5th Signal Command Regulation 25-6, DISAC 310-55-1 and DISAC 310-70-84.

3.5.10.5 Special Outage Reports. The contractor shall prepare and submit special outage reports (SOR) to the Signal Battalion NOSC IAW 5th Signal Command Regulation 25-6, DISAC 310-55-1 and DISAC 310-70-84.

3.5.10.6 Contractor shall submit a Daily Operational Summary (OPSUM) to the Signal Battalion NOSC IAW 5th Signal Command Regulation 25-6 and DISAC 310-55-1.

3.5.10.7 Troubleshooting. The contractor shall troubleshoot to the lowest replaceable unit (LRU) IAW manufacturers technical manuals (TM’s) and technical bulletins. The contractor shall replace the defective LRU with a serviceable LRU from the on-site PLL, and shall take the defective LRU to the AMSF-E for evacuation within 24 hours.

3.5.10.7.1 The AMSF shall evacuate the defective module or LRU to the appropriate vendor IAW Appendix 3AB.

3.5.11 Status Updates. The contractor shall monitor the day-to-day operation of the VTC facilities and institute corrective actions in response to noted anomalies. The contractor shall also provide status updates IAW 5th Signal Command Regulation 25-6 to the Signal Battalion NOSC during troubleshooting and confirm the reason for the outage (RFO) with the Signal Battalion NOSC after resolving the problem.

3.5.12 Network Systems Database Upgrades and Updates. The contractor shall enter network related database upgrades and updates, under direction of the Network Control Manager, 5th Signal Command or its representative, as required.

3.5.12.1 The contractor shall maintain a Master Station Log (MSL) entries indicating latest system upgrades or updates as well as general day to day operational occurrences affecting the facility.

3.5.13 RESERVED.

3.5.13.1 RESERVED.

3.5.14 Requests for Technical Assistance (TA):

3.5.14.1 The contractor shall provide telephonic technical assistance to the customers noted in section 3.5.2.2 when requested by these customers.

3.5.14.2 The contractor shall telephonically assist VTC customers, that are noted in section 3.5.2.2 who are unable to connect to the VTC Hub when requested by these customers.

3.5.14.3 When requested, the contractor shall perform on-site and off-site visits within the Heidelberg and Mannheim military communities and the Kaiserslautern and Vogelway military communities to assist customers identified in section 3.5.2.2 who are unable to connect to the VTC Hub(s). Response time and assistance shall be within two (2) hours after notification that a problem exists.

3.5.14.4 The contractor shall deploy to VTC user locations and provide operations and maintenance familiarity training and assistance to user-operators on an as needed, scheduled basis. The schedule shall be coordinated through and provided by the COR.

3.5.14.5 The contractor shall familiarize user-operators with the components and peripherals comprising the user's VTC suite. The contractor shall also familiarize user-operators with current VTC network operational standards, policies and procedures.

3.5.14.6 The contractor shall not be responsible for the maintenance or repair of customer(s) or user(s) Video Teleconferencing (VTC) equipment.

3.5.15 Circuit Reliability Testing. The contractor shall conduct reliability testing of all established video conferencing circuits on a daily basis. Testing shall be conducted in such a manner and frequency that it shall provide confirmation of continued circuit connectivity, availability and reliability, as well as optimum operational readiness of end user/subscriber equipment at all times.

3.5.15.1 The contractor shall develop and implement Standard Operating Procedures (SOP) which shall direct reliability testing, and the frequency of such test, to provide confirmation of visual and audio circuit and network optimum operational readiness of at all times.

3.5.15.2 The contractor shall develop and maintain a circuit reliability test schedule, and conduct reliability testing at such frequency and manner that such test shall not interfere, disrupt, or delay planned or unplanned conferencing sessions.

3.5.15.3 The contractor shall maintain records and results of all reliability tests and make those records available for review by Government representatives.

3.5.16 Inspections/Evaluations. The contractor shall respond to and assist authorized Government agencies in facility inspections/evaluations and take appropriate action to correct findings/deficiencies and provide corrective action reports through the Contracting Officer's Representative (COR) to the appropriate agency.

3.5.17 Facility Records. The contractor shall maintain facility records IAW DA PAM 750-8, and locally established procedures.

3.5.18 Prescribed Load List (PLL). The contractor shall maintain a facility PLL IAW AR 710-2.

3.5.19 Test, Measurement, and Diagnostic Equipment (TMDE). The contractor shall maintain facility TMDE inclusive of coordination with and transportation to and from the appropriate support facilities for TMDE repair and calibration.

3.5.20. User's Coordination Forum. The contractor shall conduct, at least once every three months, a user's forum VTC session comprised of all VTC network users to discuss network operational issues, current problem areas, and

share resolutions. Notification of the date and time for this users forum VTC session shall be sent out by e-mail at least one week prior to the start to all users in the customer data base as specified in paragraph 3.5.2.2. The COR shall prepare a report, in the form of minutes, after each user's forum.

3.5.21 Visitors Roster. The contractor shall maintain a 5th Signal Command authorized unannounced visitors roster. The rosters shall be provided by the Government through the COR.

3.5.22 Preventive Maintenance (PM). The contractor shall perform PM on site IAW original manufacturer's manuals and applicable technical manuals (TM's), and shall maintain records of all PM conducted

3.5.23 Controlled Cryptographic Items (CCI). The contractor shall perform unit level maintenance on facility CCI IAW applicable equipment manuals, and coordinate with, and transport to and from the appropriate support facilities for maintenance above unit level.

3.5.23.1 The contractor shall maintain required CCI accountability inventories and perform unit item tracking (UIT) IAW 5th Signal Command Regulation 710-1.

3.5.23.2 The contractor shall perform scheduled and unscheduled changes on encryption CCI IAW with directions from the 5th Signal Command, COMSEC Officer or his/her representative. CCI shall be protected IAW DA PAM 25-380-2.

3.6 RESERVED

3.7 OPERATIONS AND MAINTENANCE OF DEFENSE RED SWITCH NETWORK

3.7.1 Operation and Maintenance Services. The contractor shall provide the operation and maintenance (O&M) of the Defense Red Switches, USEUCOM and the USAREUR (DRSs USEUCOM and DRS USAREUR), located at Patch Barracks, Vaihingen/Stuttgart, and Campbell Barracks, Heidelberg, GE. The contractor shall perform organizational level maintenance on equipment listed in Appendix 3B and provide labor and supply support necessary to meet the requirements of this PWS.

3.7.2 Requirements

3.7.2.1 Duty Hours. For the Vaihingen DRSN, the contractor shall O&M the DRSN IAW original equipment manufacturer's (OEM) manuals, twenty-four (24) hours a day, seven (7) days-a-week. For the Heidelberg DRSN, the duty hours shall be twenty-four (24) hours per day, seven (7) days-a-week. The contractor shall man the operator's console at all times during duty hours. The contractor shall provide a central point of contact (POC) at each DRSN facility.

3.7.2.3 General Tasks. The contractor shall operate and maintain (O&M) the Defense Red Switch (DRS) facilities and all peripheral equipment associated with the DRS locations IAW OEM and applicable technical manuals (TM) to provide secure and non-secure service to all authorized users/subscribers within the Greater Stuttgart and Heidelberg Military Communities, Kaiserslautern, Hanau, and Wiesbaden. Service shall include the CINC Office, CINC Quarters, CINC Executive Officer (CINC XO), and the CINC Communications Team (CINC COMO Team).

3.7.2.3.1 The contractor shall provide DRS services to the Commanding General (CG) USAREUR Office (CG Office), CG Quarters, Deputy Command General's (DCG) Office (DCG Office), USAREUR DCG Quarters, the USAREUR Executive Officer (XO Office), XO Quarters, the USAREUR CG Communications Team (USAREUR CG Commo Team), and other customers designated by the COR. The contractor shall provide service for STU-III /STEand secure radio/Satcom interfaces supporting CINC and CG USAREUR travel requirements.

3.7.3 Low Cost Console (LCC). The contractor shall O&M the LCCs that are located in the DRS at all times. Those LCC's that are located at the users locations the contractor shall provide maintenance support. Currently LCC's are located in the following locations: (1) Heidelberg: HQ USAREUR Operations/EAC, BLDG 12 –(2) EAC LCC at the Switch Maintenance Position in the DRS. (3) Vaihingen: HQ USEUCOM ETCC, BLDG 2303 – (4) ETCC LCC at the Switch Maintenance Position in the DRS. The contractor shall at a minimum employ the LCC in

the DRS to set up 4-star conference monitoring, conference building and any other directed functions. The contractor shall surrender the DRS LCC as a replacement item for users malfunctioning LCC.

3.7.4 Integrated Digital Network Exchange (IDNX). The contractor shall perform IDNX Node Site Coordinator duties IAW DISAC 310-70-1.

3.7.5 Reporting. The contractor shall report outages within ten (10) minutes and hazardous conditions (HAZCON) within thirty (30) minutes to the Theater-Network Operations Security Control Center (T-NOSC), Facility Control Office (FCO) and the respective Battalion S-3 (his/her designated representative) IAW 5th Signal Command Regulation 25-6 and DISAC 310-70-84. The contractor shall indicate time of outage or HAZCON, equipment problem(s), solutions to remedy the problem(s) and expected time of circuit or system restoration.

3.7.5.1 The contractor shall verbally report all HAZCON within thirty (30) minutes of occurrence to the T-NOSC, FCO and the Government identified Battalion S-3 (or his/her designated rep.) IAW 5th Signal Command Regulation 25-6 and DISA Circulars 310-70-1, 310-55-1, 310-70-84, and guidelines established by the T-NOSC. Information shall be reported in near-real-time non-formatted reports (current information) and in daily formatted reports (historical information).

3.7.6 Definitions of Outages, Hazardous Conditions (HAZCON's) and Restoration for DRSN.

3.7.6.1 Outage. An outage is defined as any temporary or permanent loss of communication involving any major system component, sub-component, or peripheral device which halts the full processing of information through the DRSN switch.

3.7.6.2 HAZCON. A HAZCON is defined as any condition or impairment which left unattended will cause severe degradation of or has the potential to cause the loss of information, and/or information processing capabilities, to include facility environmental equipment (i.e., Air Conditioning, Heating, Lighting, Water, Sewage, etc.). HAZCON's include critical Prescribed Load List (PLL) parts shortages and/or where loss of critical PLL parts or severe degradation of communications is probable, unless preventive actions are taken.

3.7.6.3 HAZCON's are also defined by loss of power supply redundancy caused by the failure of either the "A" or "B" = 5V, -5/-12V, or -48B power supplies internal to the Red Switch; failure of the isolation diode between the "A" or "B" power supplies which would prevent automatic switching between power supplies; loss of matrix redundancy caused by failure of either "A" or "B" processor; loss of external timing source caused by the failure of the primary external timing input to the switch; loss of clock reference caused by the failure of all external timing parts to the switch and the switch is operating on its internal clock; loss of environmental control needed to support the continued operation of the switch; and loss of primary power redundancy caused by the failure of either the primary or back up uninterrupted power supply (UPS) power system providing power to the switch or the loss of automatic switching between the primary and back up alternating current (AC) power systems.

3.7.6.4 Restoration. Restoration is defined as actions required to restore service to systems experiencing an outage, or degraded condition, or hazardous condition (HAZCON) regardless of cause. Restoration provides continuation of DRSN interconnectivity and interoperability service using specific methods and procedures, including the use of the last remaining functional network assets (PLL) to re-establish the degraded or interrupted service to its original operational level.

3.7.7 The contractor, upon becoming aware of or receiving notification of an Integrated Switch Trunk (IST) outage (including trunks, timing, IDNX), shall after verbally reporting the existing condition IAW paragraphs 3.7.6 and 3.7.6.1 of this PWS, take the following actions.

3.7.7.1 The contractor shall open a trouble ticket and complete all relevant information within the form to assist in reporting and troubleshooting.

3.7.7.2 The contractor shall make the appropriate entries within the Master Station Log (MSL) IAW 5th Signal Command Regulation 25-6 and DISAC 310-70-84.

3.7.7.3 The contractor shall perform (proper) troubleshooting procedures to isolate the problem or fault and repair to the lowest repairable unit (LRU).

3.7.7.4 The contractor shall complete all appropriate paperwork and notify T-NOSC, FCO and the S-3, respective Battalion (or his/her designated rep) of circuit restoration.

3.7.7.5 The contractor shall prepare and submit special outage reports (SOR) IAW 5th Signal Command Regulation 25-6, and as directed by the COR.

3.7.7.6 The contractor shall submit a Daily Operational Summary to the T-NOSC IAW 5th Signal Command Regulation 25-6 and to DISA-E.-

3.7.8 Status Updates. The contractor shall monitor the day-to-day operation of the DRSN and institute corrective actions in response to noted anomalies. The contractor shall also provide status updates IAW 5th Signal Command Regulation 25-6 to the T-NOSC, during troubleshooting and shall coordinate trouble reports status with the respective FCO and confirm the reason for outage (RFO) with the T-NOSC, the FCO and the respective Signal Battalion, S-3 after resolving the problem.

3.7.9 Switch Database Upgrades. The contractor shall enter network related switch database updates, under direction from DISA, as required, and generate reports consistent with DISAC 310-55-1, or via automated means.

3.7.10 Troubleshooting. The contractor shall troubleshoot to the lowest replaceable unit (LRU), replace the defective LRU with a serviceable LRU from the on-site PLL, and take defective LRU to the AMSF-E for exchange within three (3) working days. When the last available part is used, the replaced defective part will be turned in to the AMSF-E for exchange within twenty-four (24) hours. Troubleshooting shall extend to the user location and shall include all terminal equipment. If a problem is isolated to the CCI, the contractor shall contact Direct Support Maintenance

3.7.11 Request for Technical Assistance.

3.7.11.1 The contractor shall respond within one (1) hour to all on and off trouble calls and/or requests for technical assistance from DRSN circuit users as well as to other authorized users within the Greater Stuttgart, Heidelberg, and Mannheim Military Communities and other authorized users/subscribers as required or directed by the T-NOSC/COR. The contractor shall deploy technicians when required or directed by the T-NOSC/COR to the affected user locations within the Greater Stuttgart, Heidelberg, Mannheim Military Communities, Kaiserslautern, Bad Kreuznach, and Wiesbaden. Service shall include the CINC Office, CINC Quarters, CINC Executive Officer (CINC XO), and the CINC Communications Team (CINC COMO Team) as well as to other DRSN user locations are required or directed by the T-NOSC/COR.

3.7.11.2 The contractor shall provide technical assistance service for STU-III, secure radio/Satcom interfaces supporting CINC and CG USAREUR travel requirements.

3.7.11.3 The contractor shall configure the DRS to provide interconnectivity and interoperability service for STU-III, and secure radio/Satcom interfaces supporting CINC travel requirements.

3.7.11.4 The contractor shall initiate and coordinate restoration and inform the T-NOSC and respective Battalion, S-3 upon restoration of failed circuits, systems, subsystems, assemblies, subassemblies and all other related DRS equipment. The contractor shall conduct telephonic coordination with and provide telephonic assistance to other DRSN switches as required or directed. The contractor shall not be responsible for providing off-site assistance to Naples, Italy, London, England, or SHAPE, Mons, Belgium.

3.7.11.5 The contractor shall respond to requests for assistance in circuit and system troubleshooting on connecting leased circuits and submit reports IAW 5th Signal Command Regulation 25-6.

3.7.12 Inspections/Evaluations. The contractor shall respond to and assist authorized agencies in facility inspections/evaluations and take appropriate action to correct findings/deficiencies and provide corrective action reports through the KO/COR to the appropriate agency.

3.7.13 Facility Records. The contractor shall maintain facility records IAW DA PAM 750-8, and locally established procedures.

3.7.14 Prescribed Load List (PLL). The contractor shall maintain a facility PLL IAW AR 710-2.

3.7.15 Test, Measurement, and Diagnostic Equipment (TMDE). The contractor shall maintain facility TMDE. This includes coordination with and transportation to and from the appropriate support facilities for TMDE repair and calibration.

3.7.16 Customer Familiarization Training. The contractor shall provide initial and continuity training for individual users on the LCC procedures and operations. Training will be conducted at the DRS location only.

3.7.16.1 The contractor shall conduct refresher and familiarization training on the Integrated Services Telephones (IST) and other related DRSN user equipment to all DRSN users/subscribers as required or directed by the COR.

3.7.17 Preventive Maintenance (PM). The contractor shall perform PM on site IAW original manufacturer's manuals and applicable TM.

3.7.18 COMSEC Re-key. The contractor shall perform COMSEC re-key of encryption devices at the DRS as well as encryption devices at user/subscriber locations as required or directed by the COR.

3.7.18.1 The contractor shall perform scheduled and unscheduled Encryption Re-key on Control Cryptographic Items (CCI) as required or directed by the COR.

3.7.19 Controlled Cryptographic Items (CCI). The contractor shall perform unit level maintenance on facility CCI IAW applicable equipment manual and coordinate with and transport to and from the appropriate support facilities for maintenance above unit level. The contractor shall perform COMSEC rekey at the user locations at Patch Barracks, Vaihingen/Stuttgart

3.7.19.1 The contractor shall maintain required CCI accountability inventories and perform unit item tracking (UIT) IAW 5th Signal Command Regulation 710-1. Periodic reports shall be submitted directly to Headquarters, 5th Signal Command, Attn: AFSE-LG-S using the Standard Property Book System-Redesign (SPBS-R) program. Facility contractor personnel shall perform scheduled and unscheduled changes on encryption CCI. CCI shall be protected IAW DA Pam 25-380-2.

3.8 SERVICE CENTER SUPPORT (POGGIO-RENATICO)

3.8.1 General Requirements:

3.8.1.1 This establishes the requirements for the operation and maintenance support of voice and data communications capabilities and services to be provided to the National Support Element (NSE) located at Poggio-Renatico, Italy supporting the Combined Air Operations Center Five (CAOC-5).

3.8.1.2 The contractor shall perform operationally directed work as identified by the Network Operation and Security Center – Vicenza (NOSC) Chief through the NETOPS Support System (NSS). Technical Coordination shall be done through the Network Service Center (NSC) Vicenza. This shall include System Administration (SA) and Operation on a multi-user, multi-computer network, which functions as an Electronic Mail (E-Mail) Host, and/or Gateway to the ANIPRnet and ASIPRnet for all users and remote computer systems.

3.8.1.3 The contractor shall be responsible for the operation, maintenance, and system administration of all hardware and software pertaining to these mediums, including ASIPR/ANIPR E-Mail. The contractor shall perform Tier I&II maintenance on those personal computers supporting the NSE.

3.8.1.4 The contractor shall be responsible for testing server performance/optimization, network performance/optimization, troubleshooting problems.

3.8.1.5 The contractor shall perform all circuit and systems troubleshooting, fault isolation, rerouting, and restoration. This includes liaison with the local Public Telephone & Telegraph (PTT) Company when necessary for restoration. This includes rekeying of CRYPTO devices when necessary.

3.8.1.6 The contractor shall perform circuit activation, deactivation or reconfiguration as requested by DISA-EUR, NOSC or the NSC, including reporting, IAW DISAC 310-70-1, chapter 2. This shall include end-to-end testing, except as waived by the 5th Signal Command KO/COR or DISA/EUR.

3.8.1.7 The contractor shall perform support QC testing as required for critical point to point circuits IAW DISAC 310-70-1, chapter's 2, 5, 6, and 10.

3.8.1.8 The contractor shall report system and circuit outages IAW DISAC 310-55-1 with DISAEC supplement, EURDEFSTAs, and 5th Signal Command Regulation 25-6.

3.8.1.9 The contractor shall maintain required circuit data, including circuit data cards and patch panel labels IAW DISAC 310-70-1. The contractor shall maintain circuit history files on each facility IAW DISAC 310-70-1.

3.8.1.10 The contractor shall comply with Information Assurance (IA) guidelines outlined in AR 25-1.

3.8.1.11 The contractor will assist in maintaining the Defense Switched Network (DSN) voice services/capabilities. These services shall include the troubleshooting of and restoration of existing voice service and may include the installation of new telephones.

3.8.2 Security Clearance: These positions require a US/NATO Secret security clearance.

3.8.3 Operation and Maintenance:

3.8.3.1 Voice Circuits: The contractor shall report voice circuits outages within ten (10) minutes to the 509th Sig Bn NOSC IAW 5th Signal Command Regulation 25-6.

3.8.3.2 Data Network Systems, System Administration (SA): The contractor shall provide System Administration for U.S. Forces equipment. The contractor shall administer the Local Area Networks (LAN) the related Servers and the user PC's to include performing hardware and software modifications, upgrades, changes, and deletions to the LAN equipment and client software installed on the user PC's. The contractor shall operate, and perform automation management services and duties for the U.S. Forces as required. These services and duties shall include providing assistance to local users in identifying and repairing their automation problems as necessary. These duties shall include, but not be limited to: setting up network and individual user profiles, use of Exchange Server Features, configuring printers as a shared resources, configuring fax/modem cards, configuring individual Internet connections and providing users with the latest virus protection utilizing a Government (5th Signal Command/RCERT-E) provided Anti-Virus Software. The contractor shall operate and administer servers/hosts to provide email, file storage, printing, password generation, and other services to U.S. Forces over the data network system.

3.8.3.3 Data Switch/Routers/Hubs/Patch Panels: The contractor shall provide system administration, operation and operator maintenance of all associated data switches, routers, hubs, patch panels and devices to include but not limited to configuration of the devices. The contractor will perform all circuit troubleshooting in coordination with the NSC.

3.8.3.4 Web, Exchange, DNS, DHCP, DMS, Microsoft Windows 2000 Professional, NT 4.0 and Anti-Virus Push Down Servers: The contractor shall operate, provide operator maintenance and System Administration on all data network servers for U.S. Forces. This includes all hardware/software required to make functional networks. The

contractor will perform system and database backups IAW 5th Signal Command policies. Configuration control will be under the servicing NSC-Vicenza.

3.8.3.5 Tier I&II - The contractor shall provide Information Management support to operate, maintain and perform all PC hardware and software automation management services support and duties for the NSE. These services and duties shall be limited to providing assistance to local users with Tier I & II support. This support includes all software issues, connection of external devices as well as installing internal components. Those items covered by a warranty or components installed within the box, to include monitors and other external devices are either within the Tier III support facility mission or a user responsibility to replace. The contractor shall log all requests for assistance into the NSS Trouble Ticket (Remedy) database. The contractor shall keep a log of all requests for Tier III support. The contractor shall notify the Vicenza NSC of all computers which cannot be repaired and must be referred to Tier III for repair.

3.8.3.6 Audio/Visual Equipment- The contractor shall operate and maintain projection systems and associated components (i.e. wiring, speakers) located within the US Telecommunications Center building. The contractor shall provide operating service assistance, lamp replacement, perform initial troubleshooting, and coordinate with 509th Signal Battalion or commercial vendor for system repair.

3.8.4 Duty Hours: The contractor shall provide services Monday through Friday, 5 days a week, 8 hours a day, from 0730-1630, excluding all US holidays.

3.8.5 Response Times:

3.8.5.1 Routine Calls. The contractor shall respond to routine services calls during the normal work day/week within twenty-four (24) hours of notification from the NOSC. All service calls logged during the weekend will be responded to on the next work day.

3.8.5.2 Emergency Calls. The contractor shall respond to emergency calls as notified by the NSC within two (2) hours of notification. Emergency calls are considered for those failures that could/would compromise the operation of the entire system or impede operational mission accomplishment.

3.8.6 Surge/Emergency Requirements: The COR with the approval of the KO may request surge manning for emergency or contingency/exercise requirements as directed in writing by the Contracting Officer or his/her designated representative. The contractor shall provide support during surge operations with contractor personnel available for 24 hour, 7-day operations upon 48 hours notice by the KO. An emergency requirement is defined as a communications requirement that involves safety (personnel or equipment), security or mission command and control functions.

3.9 OPERATION AND MAINTENANCE OF JOINT TASK FORCE (JTF) FACILITY, LONGARE, ITALY.

3.9.1 General Duties. The contractor shall provide voice, video, and data communications capabilities and services for the U.S. Forces located at the Joint Task Force (JTF) Facility in Longare, Italy (hereafter - JTF Facility). The contractor shall operate Government owned facilities providing organizational level maintenance on equipment listed in Appendix 3AH.

3.9.1.1 The contractor shall perform work as identified by the NSC through the NETOPS Support System (NSS). This work shall include Systems Administration (SA) and Operation on a multi-user, multi-computer network, which provides Messaging Services (Email/DMS), and is a Gateway to the ANIPRnet and ASIPRnet for all users and computer systems located at the JTF Facility. The contractor shall operate, maintain and perform systems administration of network products and programs to include all hardware and software pertaining to these systems, including ASIPR/ANIPR E-Mail, DMS, Web servers, and support servers. The contractor shall operate and maintain ASIPR/ANIPR Video Teleconferencing (VTC) over IP and ISDN, systems software, and the associated audio / video display equipment. The contractor shall test for server performance and optimization, network performance and optimization, troubleshooting problems, determining if changes in the installation's systems are worthwhile, providing staff advisory services, and conduct training as required. Contractor shall support Microsoft

Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Professional, Windows XP, Microsoft Windows NT 4.0 Server and Workstation, Microsoft Exchange Server 5.5 and 2000 including future upgrades (e.g. Windows 2000 Server to the “.NET Server” Series) to new product name/version providing similar and enhanced capabilities. The contractor shall support Windows NT Domains, WINS, DNS and Active Directory (AD). Duties shall also include Systems Administration (SA), physical maintenance of all JTF Facility associated data switches, routers, hubs and performing related patching as requested. The contractor shall interpret status of operations at the time of failure, provide debugging services, and troubleshoot problems and malfunctions of voice circuits and telephones. The contractor shall open NSS Tickets for DCO Support as necessary to restore services to customers. The contractor shall perform SA and Information Management Officer (IMO) Duties on the applicable items. The contractor shall perform Help Desk duties as stated in 3.9.4.2. The contractor shall perform re-key, and programming of all Crypto devices at the JTF Facility. The contractor shall perform Information Assurance (IA) duties as identified in paragraph 3.9.3 and its subparagraph's.

3.9.2 Duty Hours. The contractor shall be on-site eight (8) hours per day (0800 – 1700 hours), five (5) days per week (Monday through Friday) excluding holidays. The Contractor may coordinate with the COR to have one employee work flexible hours, outside of 0800-1700 hours, as long as the core mission is not impacted by understaffing during the core hours of 0800-1700 hours. For contingency operations see para. 1.2. of this PWS (PWS I).

3.9.3 Security Requirements. The contractor shall satisfy the requirements of AR 380-19 and USAREUR Information Assurance (IA) policies. Contractor personnel must hold a current U.S. Secret Security Clearance.

3.9.3.1 The contractor shall install DOD approved anti-virus software on all servers including email servers and make it available for download to all users. The Government shall furnish the software.

3.9.3.2 The contractor shall maintain a U.S. Army approved and provided network intrusion detection system (IDS), to track, program and protect, defend from, and react to incidents. The contractor shall also use government provided tools to scan the network to support the Information Assurance Vulnerability Alert (IAVA) Program and the accreditation program. The contractor shall apply patches and IAVA fixes to computers attached to the network by the suspense dates established by the RCERT-E.

3.9.3.3 Access to shared files shall be controlled through Windows NT Domain Authentication or through a central Authentication, Authorization, and Accounting (AAA) Server. Sensitive information, as identified by the Government, shall not be stored on any medium that does not have authentication capability. All systems shall be configured to the USAREUR-mandated baselines posted on the iAssure Website.

3.9.4 Operation and Maintenance Tasks.

3.9.4.1 NETOPS Support System (NSS). This system will be the normal method of tasking the contractor for routine telecommunications services and for changing existing services. NSS is prioritized by numbers, 1-Drop everything, 2-Immediate, 3-Normal, 4-Normal low, 5-Routine Work.

3.9.4.1.1 The contractor shall be responsible for the daily cleanliness of all contractor-operated equipment IAW applicable technical manuals.

3.9.4.1.2. NETOPS events will be reported by the contractor in accordance with 5th Signal Command Regulation 25-6 (25-6) and current version of the 5th Signal Command Tactics, Techniques and Procedures (TTP's). The contractor shall ensure they are always using the latest version of 25-6 and the TTP's.

3.9.4.2. Help Desk and Customer Support. The Help Desk serves as the primary interface between the NSC and all customers. The Help Desk receives requests from users, then enters the requests into a NSS Ticket and assigns the ticket to the appropriate technician. The Help Desk monitors the status of user requirements and provides status to the user as required. The contractor shall provide support to the Help Desk for Command, Control, Communications and Computer (C4) services to the War Fighter and organizations within the NSC's AOR as follows: the Contractor shall perform Help Desk services as identified by the NSC or SETAF G6. These services and duties shall include providing assistance to local users. This shall be accomplished electronically from the Help Desk or by visiting the user equipment location as necessary. These duties shall include, but not be limited to: setting up network and individual user accounts/profiles, use of Exchange Server Features, configuring printers as a shared resource, configuring fax, modem, PC cards, configuring individual Internet connections, providing users

with virus protection utilizing a Government identified (5th Signal Command/RCERT-E) or provided Anti-Virus Software, and providing individual users with the Microsoft Office Professional Office Automation Suite at the current authorized revision level. The contractor shall use the NSS Process described in this section of the PWS to perform and document all work performed.

3.9.4.3 Video-Teleconferencing Suites (VTC). The contractor shall operate and provide operator maintenance for both secure and non-secure VTC equipment through the utilization of the manufacturer's equipment/software manuals, instructions, on-site maintenance support, website and telephone technical support as required to ensure very high availability and reliability. The contractor shall provide secure and non-secure interoperability and connectivity service between Government Agencies. The contractor shall operate all features and functions of the major components and sub-components comprising the VTC Suites. The contractor shall provide SA services on the VTC equipment/software to include installing software patches and updates and performing system and database backups in accordance with the manufacturer's recommendations. The contractor shall report outages (to include type of equipment, component or sub-component, and particular equipment problems or faults) to the NSC. The contractor shall make recommendations for resolving the problems and report the expected time of restoration in accordance with (IAW) the TTP's.

3.9.4.4 Systems Administration (SA). The contractor shall provide Systems Administration for U.S. Forces furnished equipment at Longare. The contractor shall maintain the equipment used to support the Local Area Networks (LAN), the related Servers and the user workstations (PC's, thin clients and other types of user workstations) to include performing hardware and software modifications, upgrades, changes, and deletions to the LAN equipment and client software installed on the user PC's. The contractor shall operate, and perform automation management services and duties for the U.S. Forces as required. These services and duties shall include providing assistance to local users in identifying and repairing their automation problems as necessary. This shall be accomplished electronically from the Help Desk or if necessary by visiting the user equipment location. These duties shall include, but not be limited to: setting up network and individual user profiles, use of Exchange Server Features, configuring printers as a shared resources, configuring individual Internet connections and providing users with the latest virus protection utilizing a Government (5th Signal Command/RCERT-E) provided Anti-Virus Software. The contractor shall operate and administer servers and hosts to provide email, file storage, printing, password generation.

3.9.4.5 Data Switch, Routers, Hubs, Patch Panels. The contractor shall perform all additions and relocations of voice and data drops within existing buildings as tasked by NSS. The contractor shall perform operator maintenance of all Longare-associated data switches, routers, hubs, patch panels and devices IAW associated manuals/SOP's provided by the NSC.

3.9.4.6 Web, Exchange, DNS, DHCP, DMS, Microsoft Windows 2000 Professional, NT 4.0 and Anti-Virus "Push" Servers. The contractor shall operate, provide operator maintenance and system administration on all servers for U.S. Forces furnished equipment at Longare. This includes all hardware and software required to provide functional networked products. The contractor shall perform system and database backups IAW 5th Signal Command Policies. Configuration control shall be under the NSC.

3.9.4.7 COMSEC Support. The contractor shall obtain COMSEC from the supporting COMSEC Account on the Hand Receipt. These COMSEC Hand Receipts shall be required to maintain accountability of all COMSEC key, related equipment items and material. Controlled Cryptographic Items (CCI) shall be controlled and protected IAW AR 380-40 and DA PAM 25-380-2. The contractor is responsible for providing final approval of clearance status of designated Hand Receipt Holders by the 5th Signal Command Deputy Chief of Staff for Operations (DCSOPS) Security Manager to the supporting COMSEC Account. A Memorandum of Understanding (MOU) shall be initiated between the contractor and the COMSEC custodian under the provisions of UR 380-40. Key Material shall be issued to appropriately cleared contractor personnel on an as-needed basis. The contractor shall identify an appropriately cleared person at the JTF Facility to perform crypto re-keys and Over The Air Re-keys (OTARS). The Government shall be responsible for all Crypto devices and for providing the appropriate keying material. The contractor shall perform COMSEC re-keys and programming of all Crypto devices (examples: KIV- 7's, STE's, STU III's, KIV 19's, KG-84's) as tasked by NSS.

4.0 QUALITY CONTROL (QC). The contractor shall establish and operate a QC program to assure quality services of the operation, maintenance and supply programs. This program shall use a variety of evaluation methods (such as random technical checks of performed work, observing maintenance in progress, reviewing reports and determining trends, etc.) to evaluate all O&M support performed when compared to DA regulations; TM, manufacturer's specifications and other directives, standards and procedures, statements of work, contract specifications, and operating/mission program requirements. The contractor shall develop, submit a QC plan for approval and update, as required, to the COR.

5.0 GOVERNMENT FURNISHED PROPERTY (GFP).

5.1 The contractor shall be accountable for all Government Furnished Property (GFP) IAW FAR Part 45.5 and FAR Clause 52.245-5. GFP for this contract is shown in Appendix 11, as follows: special tooling, special test equipment, other plant equipment, materials, federal unique property and facilities. Additions, deletions, or substitutions may be initiated at the direction of the KO. These changes will be subject to equitable adjustment under the terms of the FAR Clause 52.245-5.

5.1.1 The contractor shall schedule and conduct a physical inventory of all GFP during the phase-in period with the outgoing contractor and the Government. The results of the initial inventory shall serve as the base line of Government property for which the contractor accepts responsibility.

5.1.2 The contractor shall be responsible for physical security of all GFP IAW AR 190-51.

5.1.3 The contractor shall establish a detailed Property Control System IAW FAR 45.5, which describes the responsibilities of the contractor and the operations to accomplish contractual property control requirements. The system shall include SOP's reflected in a Property Control Plan (PCP) and shall describe all elements of control IAW DOD Manual for Performance of Contract Property Administration, DOD 4161.2-M in addition to management responsibilities, physical security, internal audits and corrective actions.

5.1.3.1 The proposed PCP shall be presented to the Government for review and approval IAW FAR 45.502. Any changes to the approved PCP shall be submitted to the Government for review and approval prior to implementation.

5.1.4 Vehicles. Vehicles in support of this PWS shall be provided by the Government as General Services Administration (GSA) leased or Government-Owned special purpose vehicles. To support the requirements of the PWS, the contractor shall obtain rental vehicles, when authorized by the Contracting Officer.

5.1.4.1 The Government will furnish required petroleum, oils and lubricants (POL) for all vehicles. Vehicles shall be used FOUO in connection with work performed IAW the terms of the contract. Maintenance costs for Government Owned (other than GSA leased) shall be allowable under the terms of the contract. Driving of leased or Government furnished vehicles between domicile and a duty location is prohibited. Vehicles shall be marked to identify them as Government Owned, Contractor Operated (GOCO) IAW FAR 45.506. The contractor shall furnish required automobile insurance and ensure personnel utilizing vehicles are properly licensed. The contractor shall provide a report on Interagency Fleet Management System (IFMS) gasoline coupon usage on a quarterly basis to the KO and COR IAW Appendix 9Q.

5.1.5 The contractor shall perform unit level maintenance on GFP as prescribed in applicable TM. The contractor shall maintain test equipment, load banks, test jigs, and components required for mock-ups IAW AR 750-1.

5.1.6 The contractor shall report modifications to information management systems to the property administrator as a result of upgrades or new installations as inventory adjustments.

The contractor shall establish and maintain accountability for GFP IAW the terms and conditions of the contract, FAR 45.5 and approved PCP.

5.1.7 The contractor shall inventory all real property IAW paragraph 5.1.1 during phase-in and shall document all exceptions on DA Form 2877. The contractor shall maintain the property in good condition and request all maintenance/alterations from the local DPW using DA Form 4283.

5.1.8 The contractor shall maintain a reference library of all documents specified in Appendix 1 IAW FAR 45.505-9, DISAEC 310-195-1, and DISAC 310-70-1.

5.1.8.1 The contractor shall maintain facility records, to include plant-in place drawings, tower drawings, mainframe drawings, and intermediate distribution frame (IDF) records IAW 5th Signal Command Regulation 25-6.

5.1.8.2 The contractor shall maintain GIG facility technical and administrative libraries IAW DISAC 310-70-1.

5.1.9 The contractor shall manage repair parts as GFP. Procedures developed IAW paragraph 5.1.3 shall include control provisions for repair parts.

5.1.10 The contractor shall maintain required COMSEC accountability, to include periodic COMSEC inventories and maintenance of facility records IAW AR 380-40, UR 380-40 and TB 380-41.

5.2 Purchasing.

5.2.1 The contractor is authorized to purchase repair parts and services to avoid a work stoppage. A work stoppage is considered to be any situation in which the contractor is unable to perform contractual maintenance requirements due to the lack of materials or in-house capability.

5.2.1.1 Purchase of repair parts for in-house maintenance operations to fill customer requests, relieve HAZCONS and to restore outages, or meet requests for command assistance, shall be as follows:

5.2.1.1.1 The non-availability of parts through the Supply System in cases where the priority delivery date (PDD) expressed in days (see below) cannot be met by the Supply System, or if the required delivery date (RDD) is less than the PDD, the contractor shall purchase the parts locally with available contract funds.

<u>Priority Codes</u>	<u>PDD</u>
01 – 03	14
04 – 19	18
09 – 15	75

5.2.2 All items purchased by the contractor must meet applicable military and/or original equipment manufacturer (OEM) specifications.

5.2.3 Upon authorization through the COR and approval by the KO, the contractor may subcontract for maintenance support of subassemblies, PCB an modules and any other related services under the scope of the contract, which are beyond the capability of the contractor.

5.2.4 The contractor is authorized to purchase using available contract funds up to \$25,000 per purchase in accordance with FAR 13. Purchase requests in excess of \$2,500 shall have COR and KO approval before making the purchase.

5.2.5 The contractor shall be reimbursed for purchases, plus commercial transportation charges (if any) less any discounts. Indirect charges and fees shall not applicable to any purchases made. Purchases made under the provisions of paragraph 5.2, other than through the supply system, shall be billed against the contract line item number (CLIN) for local purchase.

5.2.6 The contractor shall monitor and follow-up on all local purchases initiated.

6.0 ADMINISTRATION.

6.1 Administrative Services. The contractor shall arrange for all administrative services to include the following:

6.1.1 Technical Library. The contractor shall maintain a technical library at the AMSF-E facility which contains all documents referenced in paragraph 2.0. Additional technical libraries shall be maintained as directed by the KO/COR for specific work sites. In the event of a conflict between the documents referenced and the PWS, the PWS has precedence.

6.1.2 Reports. The contractor shall prepare and submit all reports specified in Appendix 9.

6.1.3 Publications and Forms. The contractor shall determine the need for, request, receive, distribute and maintain Government and other publications and blank forms to operate the AMSF-E.

6.1.4 Custodial Services. The contractor shall be responsible for custodial services at all facilities utilized. The term "custodial services" includes the organizing, supervising, and training of the total work force engaged in the performance of cleaning and janitorial services, obtaining necessary supplies and equipment, and care of equipment. Supplies utilized for custodial services shall be obtained from Government Self Service Supply Centers (SSSC).

6.1.5 Grounds/Building Maintenance. The contractor shall be responsible for maintaining contractor occupied facilities to the same standards as similar facilities operated and maintained by the Government. This includes: mowing, irrigating, cultivating, and edging of lawns. Flower and shrub beds shall be irrigated, cultivated, trimmed and edged. Walks and entrances shall be kept free of snow and ice. Refuse shall be removed. The contractor shall perform general facility maintenance to include: power, environmental control, and house keeping functions. The contractor shall coordinate with the local DEH for maintenance/repairs beyond the capability of the facility. The DEH is responsible for mowing nine (9) meters inside and outside fence lines. The contractor shall mow remaining areas.

6.1.6 Conservation of Utilities. The contractor shall be responsible for instructing employees in utilities conservation practices. The contractor shall operate under conditions, which preclude the waste of utilities.

6.1.7 Mail and Courier Services. The Government will provide APO service for all official items. The contractor shall pick-up, dispatch, and deliver official mail and parcels between the contractor-operated facilities, the APO, and the host nation postal services. Contractor postal personnel shall receive, sort, segregate, distribute, document, secure, and dispatch mail IAW DOD Postal Manual (DOD 4525.6-M) and AR 25-51.

6.1.8 Automatic Data Processing Equipment (ADPE) Support. The Government will provide ADPE. Requests for increased ADPE support shall be submitted in writing to the KO for approval.

6.1.8.1 Systems Analysis Support. The contractor shall maintain liaison with supporting DPI, Management Information Systems Office, DRM, 5th Signal Command, USAREUR Material Management Center, and the U.S. Army Computer Systems Support Group-Europe to detect inaccuracies which result from system, reprogram, or computer shortcomings or failures and recommend changes, additions, or corrections to the standard automated supply and maintenance system in use. The contractor shall assist when required in development and implementation of future automated supply and maintenance systems being fielded for use by the AMSF-E.

6.1.9 Reproduction Capability. The contractor shall have a reproduction capability at the main facility.

6.1.10 Telephone Call Control. The contractor shall control official commercial telephone calls IAW UR Regulation 25-22. Requests for increased official commercial telephone support shall be submitted to the KO for approval.

7.0 SPECIAL TASKINGS. The contractor shall respond to taskings for special requirements considered to be within the scope of the contract, which are not otherwise specified in this PWS and are generally of a one-time nature, when directed by the KO/COR. The contractor shall be responsible for written confirmation of tasking completion by indicating tasking number, labor hours used, and any associated temporary duty costs.

8.0 CONTRACTOR MANPOWER REPORTING.

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the contractor will report ALL contractor manpower (including subcontractor manpower) required for performance of this contract. The contractor is required to completely fill in all required information using the following web address: <https://contractormanpower.army.pentagon.mil>.

The required information includes: (1) Contracting Office, Contracting Officer, Contractor Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, e-mail address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor, if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the contractor with its UIC for the purposes of reporting this information); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country).

As part of its submission, the contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the website.